

MASSOLOGY PRIVACY POLICY (Version 2025-10-28-v2)

Privacy Policy Updated: 10/28/2025

Our website address is: <https://getmassology.com/>.

INTRODUCTION

This Privacy Policy describes how Massology (“Massology”, “we”, “our”, or “us”) collects, uses, and shares information about you when you use our website, services, or products. By using our website, you consent to the practices described in this policy.

UPDATES TO THIS POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. We encourage you to review this policy periodically.

INFORMATION WE COLLECT

We collect information about you in various ways, including:

Information You Provide: Name, email address, phone number, billing and shipping address, payment information, and any other details you submit.

Automated Information: IP address, browser type, location, and cookies that track site activity.

Third-Party Data: Payment data via Stripe and WooCommerce, and analytics via cookies and tracking tools.

LatePoint Scheduling Information: When booking appointments through LatePoint, we collect personal details such as your name, email address, phone number, and address to facilitate and manage your appointments.

HOW WE USE YOUR INFORMATION

We use your information to:

Process transactions and payments.

Fulfill and manage orders, services, and appointments.

Send service updates and marketing communications (if opted-in).

Respond to inquiries and provide customer support.

Enhance and improve our website functionality and services.

HEALTH INFORMATION COLLECTION

Massology collects only the information necessary to book and manage appointments, such as your name, contact details, and address. We do not collect, store, or process any personal health information or medical history. Any health-related details shared during the booking process are not retained in our system after the appointment.

CONFIDENTIALITY AND DATA SECURITY

We take precautions to protect your data. Only authorized employees and contractors have access to personally identifiable information on a need-to-know basis.

THIRD-PARTY APPLICATIONS AND INTEGRATIONS

We use third-party services, including WooCommerce, LatePoint, and Stripe, to process payments, manage appointments, and handle e-commerce. The following describes how these services handle your data:

WooCommerce

When you purchase from our store, we collect information such as:

Products viewed and purchased.

Shipping address and billing details.

Location, IP address, and browser type.

This information is used to fulfill orders, process payments, and provide customer service. We store this data as long as needed to meet legal obligations or provide services.

LatePoint Appointment Scheduling

When booking through LatePoint, we collect:

Name, email address, phone number, and address.

Appointment preferences and notes.

Payment information when necessary.

This data is used to manage appointments, communicate service updates, and ensure a seamless booking process.

Stripe Third-Party Payment Processing

We use Stripe to process payments. When you complete a transaction, the following data may be shared with Stripe:

Name, email, address, phone, and billing details.

Payment identifiers and transaction details.

Stripe handles your information according to their privacy policy. For more details, visit [Stripe's Privacy Policy](#).

MailPoet Newsletter & Emails

If you subscribe to our newsletter, we collect your email and IP address. MailPoet allows us to track email interactions (opens and clicks) to improve our services. Cookies are placed on your device if you interact with our WooCommerce store and newsletter.

Cookies Used:

mailpoet_revenue_tracking (14 days)

mailpoet_abandoned_cart_tracking (10 years)

ultimate_affiliate_pro_tracking (90 days)

LatePoint (30 days)

COOKIES

Cookies enhance your browsing experience by remembering preferences and analyzing web traffic. You can control or disable cookies through your browser settings.

ULTIMATE AFFILIATE

Our site uses Ultimate Affiliate Pro to manage our affiliate program. When you interact with affiliate links, cookies are stored on your device to track referrals and ensure affiliates receive proper credit for their sales. This cookie is stored for 60 days from the time of the interaction.

No personally identifiable information is collected through this cookie; it simply tracks referrals linked to affiliate codes.

DATA RETENTION

We retain your personal data for as long as necessary to provide services, comply with legal obligations, or resolve disputes.

DISCLOSURE TO THIRD PARTIES

We do not sell, rent, or share your personal information with unauthorized third parties. However, we may disclose data to:

Legal authorities, if required by law.

Trusted service providers (WooCommerce, LatePoint, Stripe) to process payments, appointments, and orders.

Children's Privacy

Our services are intended for adults and we do not knowingly collect personal information from individuals under the age of 13. If we become aware that we have collected personal information from a child under 13 without parental consent, we will take steps to delete the information as soon as practicable.

Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes outlined in this policy and in accordance with legal, tax or accounting requirements. For example: billing/payment records are retained for 7 years, scheduling/appointment history is retained for 3 years, marketing lists are retained until you unsubscribe. After that retention period we securely delete or anonymize the data.

Security

We have implemented administrative, technical and physical safeguards designed to protect your personal information from unauthorized access, disclosure, alteration or destruction. We use industry-standard encryption and restrict access to authorized personnel only. We also review and update our security practices periodically.

Updates to This Policy

We may update this Privacy Policy from time to time. For material changes, we will post a prominent notice on our website and may send you an email notification. The "Last updated" date at the top of this policy will reflect the date of the most recent revision.

Your Rights

Access, update, or delete your personal information.

Opt out of marketing communications.

Request data portability.

Lodge a complaint with data protection authorities.

You may exercise your rights to access, correct, delete or port your personal data by contacting us at massology.us@getmassology.com or calling +1 (386) 569-0603. Please note that we may retain certain information as required by law or for legitimate business purposes even after you have requested deletion of other information.

CONTACT US

For questions or to exercise your rights, contact us at:

Massology Wellness

25 E Beaver St, Unit #140, Jacksonville, FL 32202

Phone: +1 (386) 569-0603

Email: massology.us@getmassology.com

By using our services, you acknowledge that you have read and agreed to this Privacy Policy.

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