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Privacy Policy

Prague Physical Therapy is committed to protecting your privacy. This Privacy Policy explains how your information is collected, used, and disclosed.

Information We Collect

We collect data in the following 3 categories.

Personal Identifiable Information (PII)

We collect your name, email address, and phone number, which you provide to us upon your account creation or appointment booking. We also store the history of your appointments.

This information is necessary for your account management and our scheduling and tracking of appointments.

Private Health Information (PHI)

We may capture notes on your health condition history, your past treatments, and reactions to prescribed treatments.

This is important for making informed decisions about future treatment as well as history of health conditions and responses to treatment.

Website operation

In particular, we use cookies to implement some of the features of our website. Scroll down to the subsections on cookies to learn more about the management of cookie preferences and their purpose.

Your rights

Data Erasure Request

To request deletion of your PII, please log in to your account, visit [My appointments](#), click "Edit account" and finally click the button to delete your account.

To request deletion of your PHI, please contact us via email address or phone number provided below.

Can I Request An Export of My Data?

To request export of your data, please contact us via email address or phone number provided below.

Can I Opt out of Data Processing?

Our online reservation system requires you to provide your first name, last name, email address, and your phone number. If you don't wish to provide these details, you are welcome to book an appointment over the phone or via email.

If you have concerns related to the use and/or storage of your information, feel free to raise these concerns during your visit. We will do our best to accommodate your request, adhering to your data protection rights as defined in EU's GDPR guidelines.

Data Sharing and Security

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure. We do not sell, trade, or otherwise transfer your personal information to third parties without your consent, unless required by law.

Documentation of both personal identifiable information (PII) and private health information (PHI) is kept for up to 5 years after your last visit, after which the information is erased.

Newsletter

We may use the email addresses provided by our clients to send occasional updates related to our services. These newsletters may include promotions or other relevant clinic updates. By providing your email address, you consent to receiving such newsletters from us.

If at any time you wish to unsubscribe from our newsletters, you can do so by following the instructions provided at the end of each newsletter or by contacting us directly. Your decision to opt-out will not affect the quality of our core services.

Cookies

What are cookies?

Cookies refer to small text files that are placed on a user's device (such as a computer or smartphone) when they visit a website. Essential cookies, which are necessary for the basic functioning of the website, may be exempt from the consent requirement. Non-essential cookies, such as those used for analytics or advertising, will require your consent.

Strictly Necessary Cookies

Strictly Necessary Cookies are enabled at all times to support basic functionality of the website such as authenticating registered users.

Stripe is our payment processing provider. If you use the online payment system, Stripe may use cookies to ensure a seamless and secure payment experience. This information is crucial for processing transactions and is handled in accordance with Stripe's own privacy and security policies, outlined at <https://stripe.com/en-cz/privacy>. By using our website and opting to make payments through Stripe, you acknowledge and agree to the use of essential cookies for payment processing purposes.

Analytics Cookies

This website uses Google Analytics to collect anonymous usage statistics such as the number of visitors, and the most popular pages. Keeping this cookie enabled helps us to improve our website. Google Analytics is enabled only after your explicit consent. You can change your [Cookie preferences](#) at any time.

Changes to this Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

Contact Us

If you have any questions about this Privacy Policy, please contact the physical therapy office at:

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