



Novo Spa - Privacy Policy

Commitment to Privacy

The appropriate collection and use of guest's personal and basic health information is fundamental. We strive to protect the privacy and the confidentiality of this information. Every employee and contractor of Novo Spa must abide by our commitment to privacy in the handling of guests' information.

Personal and Basic Health Information Gathered in the Health History Form (HHF)

The guests of Novo Spa in their first appointment are requested to fill-out a HHF in which they provide some personal information (name, occupation, address, phone number, day of birth, etc) as well as some basic health information (allergies, current medications, health problems). Guests are asked to update their forms yearly, in case some of the information contained in the HHF has changed.

Novo Spa Website

If guests buy spa treatments or products directly from Novo Spa website, guests are required to provide account information (guest name, address, email, telephone) and credit card information. All information is encrypted through a SSL

A SSL (Secure Sockets Layer) certificate authenticates the website to make sure it is who it says it is and then encrypts any information sent from the website.

Novo Spa uses Authorize.Net as credit card gateway (Online Payment Processing third party).

Authorize.Net takes seriously and prides itself on its continual efforts to maintain compliance with the payments industry's highest security standards and programs.

Applicability of This Privacy Policy

Novo Spa Privacy Policy applies to of all our guests' information that is in our possession and control.

Our Privacy Policy reflects our compliance with fair information practices, applicable laws and standards of practice.

Accountability

We take our commitment to securing guests privacy very seriously. Our employees and contractors are informed about the importance of privacy and receive information periodically to update them about our Privacy Policy.

Why We Collect Information - Use, Disclosure and Retention

The information requested in the HHF will assist Novo Spa in providing aesthetic and / or massage treatments safely to our guests.

The information we request to our guests is used for the purpose defined.

HHF are read and analyzed by the Estheticians and/or Register Massage Therapists (RMTs) before any treatment.

Under no circumstances do we sell guests lists or other personal information to third parties.

We retain HHF for the time it is required by law.

Safeguards: Protecting Your Information

Novo Spa protects guests' information with appropriate safeguards and security measures. Information is kept in a combination of paper and electronic files.

The HHFs are scanned and kept electronically; daily back ups are done. The system is password protected. Scanned paper forms are kept locked at the Guest Relations Manager's office, until its destruction (using a paper shredding machine) every 6 months. Record of destruction is kept in a binder in the Guest Relations Manager's office.

The Spa Coordinators, Estheticians and/or the RMTs have access to the forms through their own assigned password. The system maintains a record of who has done what in the system.

Should any guest wish to read or have access to her/his HHF, she/he should ask for it to the Spa Manager who will provide her/him such form.

This Policy will be periodically reinforced to the Spa Coordinators, RMTs and Estheticians by the Spa Manager and will also be periodically updated as required.

February 6th, 2017