

California Massage Therapy Council (CAMTC)

CAMTC Privacy Policy

Last updated: July 10, 2023

The California Massage Therapy Council (“CAMTC”) mission is to protect the public by certifying massage professionals in California that meet the requirements in the Law, and approving massage programs that meet the minimum standards for training and curriculum (“Services”). CAMTC is strongly committed to protecting the privacy of its user community. The intent of this Privacy Policy (“Policy”) is to detail the information that may be gathered about individuals who visit CAMTC’s website and use CAMTC’s online portal (together, the “Website”), and how that information is used and shared. Please note that this Policy applies only to the Website, and not to the websites of other unrelated companies or organizations to which we provide links.

Types of Information We Collect

- Personally Identifiable Information (“PII”). We may collect information that identifies, relates to, describes, or could be reasonably associated or linked with a particular person or household. It also includes other information that may be associated with your PII, such as your Usage Data (as defined below), location, preferences, or interests, if that information can be used to identify you, your household, or your device.
- Usage Data and Cookies. We employ "cookies" to collect information about you and your usage of the Website. A cookie is a small text file that is placed on your computer and collects information about how you use our Website. We also gather information about your individual use of our services, such as types of data accessed, times and volume of use, duration of sessions and other similar usage or system data. If you are not logged into our Website but are browsing the Website's public areas, we log IP addresses and domain names. We do not use this information to identify you personally.

How We Collect Your Information

Information you give CAMTC

We collect PII, including but not limited to names, addresses, email addresses, and phone and fax numbers. We may also collect other information that may be pertinent to your CAMTC Application, CAMTC Certification, or online account that you provide to us, including but not limited to your demographic information, educational information, employment information, and criminal and disciplinary background, identification information, and physical appearance, in order for us to receive payment information and financial information and assess applications and certificate standing and issue certifications and recertifications, as well as to provide our Services to you and facilitate transactions through our Website.

Information We Collect When You Use CAMTC's Services

We collect information from you when you use our Services, such as Usage Data. For instance, when you use our Website, we may collect information about the device you use and the browser you use. We may collect your IP address and other generic information about how you use our Websites or other Services (for example, aggregate metrics on how often certain pages on our Websites are accessed and viewed). We also may collect information through the use of cookies or other technologies, as described above.

We Collect Your PII From Third Parties

We obtain certain kinds of information about you from third parties, including information necessary to assess and investigate applications. We may also collect Usage Data of your visits to our Website from the service providers that help us operate the Website and/or improve its functionality.

How We Use Your PII

CAMTC collects, processes (or asks our service providers to do so), and uses your PII to provide the Services we make available to you. We therefore will collect and use your information for a variety of business and/or commercial purposes, including:

- To provide you our Services, including those described in this Policy and in our Terms of Services, and related agreements.
- To communicate with you.
- To assess and investigate CAMTC Applications and Certificates, standing and issue certifications and recertifications.
- To facilitate payment transactions for fees and renewals.
- Where you have otherwise given us your consent and permission to do so.
- To facilitate operating our Website and other Services. These operational purposes may include, but are not limited to:
 - Operating, maintaining, and improving our Services, including our Website;
 - Detecting security incidents;
 - Helping law enforcement to prosecute individuals responsible for malicious, deceptive, fraudulent, or illegal activity involving CAMTC, our Services, and/or individuals who use our Services;
 - Assisting with fraud prevention, improving the security of our networks, and reporting suspected criminal activity to law enforcement.
- To comply with applicable laws, in response to a lawful and enforceable request by law enforcement, judicial, or other public authority, or in connection with an applicable legal obligation.

How We Share Your Information

We share your information with third parties to provide and improve the quality of our Services, and to protect our users and our network against fraud and security threats. We may also share your information with our third-party service providers that facilitate the functions of our Website, such as our web hosting and cloud storage providers.

We may also disclose or share your information for the following purposes:

- To comply with a legal obligation.
- To protect and defend CAMTC's rights or property.
- To prevent or investigate possible wrongdoing in connection with the Services.
- To protect the personal safety of individuals and the public.
- To protect against legal liability.
- To facilitate payment transactions for fees and renewals through third-party payment processors.
- To assess and investigate standing of CAMTC Applications and Certificates, and issue CAMTC Certifications and Recertifications.
- When there is a good faith belief that such action is necessary to investigate or protect against harmful activities to our guests, visitors, associates, or property (including the Websites), or to others (including CAMTC itself) in violation of applicable law and regulations, this Policy, and our Terms and Conditions of Use. This may include disclosures to law enforcement to investigate potential criminal activity or other civil violations.

We may also share your information as part of a corporate merger, consolidation, restructuring, sale of assets, or other corporate changes that affect us.

How We Protect Your Information

CAMTC is committed to protecting the privacy of its user community. We take reasonable steps to protect the confidentiality of your PII through various methods, including through physical, technical, and administrative safeguards as may be required by law. We continually review our security procedures and mechanisms to ensure that reasonable protections are in place. Our Website is scanned on a regular basis for security vulnerabilities in order to make your visit to our Website safer.

Third Party Websites and Links

Our Policy is designed to advise you about how we collect, use, protect, and disclose the information that we collect and/or receive about you. However, our Website may contain links to other sites that are not operated by us. Please note that this Policy does not govern the practices of third parties, including our partners, third party service providers, and/or advertisers.

Information collected from you by others, such as third-party websites that you access through links on this Website, are governed by those entities' privacy policies. If you click a third-party link, you will be directed to that third party's site. We strongly advise you to review the privacy policy of every site you visit.

Children's Privacy

CAMTC's Website is a general audience website and is not specifically or knowingly targeted to minors. Our Services are intended for adult audiences and are not intended for anyone under the age of 18 (eighteen).

How Long We Retain Your PII

We retain your PII only for as long as is necessary for the purposes set out in this Privacy Notice. We will retain and use your PII to the extent necessary to provide our Services to you, comply with our legal obligations (for example, if we are required to retain your information in accordance with applicable laws), resolve disputes and enforce our legal agreements and policies. We will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our Services, or we are legally obligated to retain this data for longer periods.

Changes to this Privacy Policy

We may update our Policy from time to time. While we reserve the right to make changes to our Privacy Notice at any time and at our sole discretion, we will notify you of any changes by posting the new Privacy Notice on this page. We will let you know via a prominent notice on our Website prior to any material changes becoming effective, and will update the "effective date" at the top of this Privacy Notice. You are advised to review this Privacy Notice periodically for any changes. Changes to this Privacy Notice are effective when they are posted on this page.

Opt-Out of Receiving Future Marketing Emails From CAMTC

If at any time you would like to unsubscribe from receiving future marketing emails, you can follow the instructions at the bottom of each email and CAMTC will promptly remove you from all marketing correspondence.

Privacy Information for California Residents

Rights Regarding Direct Marketing Information

California residents have the right to request information from a company regarding the manner in which it shares certain categories of PII with third parties for their direct marketing purposes, in addition to the rights set forth above.

Under California State Law, you have the right to send us a request at the designated address listed below in the “Contact Us” section to receive the following information:

- The categories of information we disclosed to third parties for their direct marketing purposes during the immediately preceding calendar year;
- The names and addresses of the third parties that received the information; and
- If the nature of the third party’s business cannot be determined from their name, examples of the products or services marketed.

To make such a request, please provide sufficient information for us to determine if this applies to you, and attest to the fact that you are a California resident. Please also provide a current California address for our response. You may make this request in writing to us at the below address. Any such request must include “California Privacy Rights Direct Marketing Information Request” in the first line of the description, and include your name, street address, city, state, and ZIP code. Please note that we are only required to respond to one request per customer each year, and we are not required to respond to requests made by means other than through the address provided for this purpose below.

Note that responsive information may be provided in a standardized format that is not specific to you.

Our Policy on “Do Not Track” Signals under the California Online Protection Act

We do not support Do Not Track. Do Not Track is a preference you can set in your web browser to inform websites that you do not want to be tracked. You can enable or disable “Do Not Track” by visiting the “Preferences” or “Settings” page of your web browser.

Third parties may collect data that relates to you. We cannot control third parties’ responses to do-not-track signals or other such mechanisms. Third parties’ use of data relating to you and responsiveness to do-not-track signals is governed by their respective privacy policies.

Contact Information

If you have any questions about CAMTC’s privacy protection practices or believe we have not adhered to this Policy, please contact us at info@camtc.org.

EU Privacy Notice

If you are a resident of the European Union (EU) or European Economic Area (EEA) whose personal information we collect, the following additional information applies to you.

1 Introduction

1.1 - Where you are an EU or EEA resident and CAMTC knowingly collects your personal information (also called 'personal data'), we will do so in accordance with applicable laws that regulate data protection and privacy. This includes, without limitation, the EU General Data Protection Regulation (2016/679) ('GDPR') and EU member state national laws that implement or regulate the collection, processing, and privacy of your personal data (together, 'EU Data Protection Law').

1.2 - This EU privacy notice ('EU Privacy Notice') which should be read in conjunction CAMTC's Privacy Policy provides further information as required under EU Data Protection Law on how we handle or process the personal data we collect and who we may share it with.

1.3 - This Privacy Notice also provides information on your legal rights under EU Data Protection Law and how you can exercise them.

2 How personal data is collected

2.1 - CAMTC may hold and process personal data that is collected from organizations around the world, including within the EU/EEA.

2.2 - This is to make sure that the personal data that CAMTC receives and processes (so far as it relates to residents of the EU/EEA) is properly safeguarded in accordance with similar legal standards of privacy you would enjoy under EU Data Protection Law.

3 Direct Marketing

3.1 - If CAMTC provides direct marketing communications to individuals in the EU/EEA regarding services and/or events which may be of interest, this will be done in accordance with EU Data Protection Law, and in particular where we contact individuals for direct marketing purposes by SMS, email, fax, social media, and/or any other electronic communication channels, this will only be with the individual's consent or in relation to similar services to services that the individual has purchased (or made direct enquiries about purchasing) from CAMTC before.

3.2 - Individuals are also free to object or withdraw consent to receive direct marketing from us at any time, by contacting us using the email address below.

4 The lawful grounds on which we might collect and process personal data

4.1 – If we process your personal data for the above purposes, we will rely on one or more of the following lawful grounds under EU Data Protection Law:

(a) where you have freely provided your specific, informed, and unambiguous consent for CAMTC to process your personal data for particular purposes:

(b) where we agree to provide services to you, in order to set up and perform our contractual obligations to you and/or enforce our rights:

(c) where we need to process and use your personal data in connection with our legitimate interests as a global network and being able to effectively manage and operate our organization in a consistent manner across all territories. We will always seek to pursue these legitimate interests in a way that does not unduly infringe on your legal rights and freedoms and, in particular, your right to privacy: and/or

(d) where we need to comply with a legal obligation or for the purpose of us being able to establish, exercise, or defend legal claims.

4.2 - Please also note that some of the personal data we receive and that we process may include what is known as 'sensitive' or 'special category' personal data about you, for example, information regarding your ethnic origin or political, philosophical, and religious beliefs. This is not the type of data that

CAMTC would routinely collect, but if we process such sensitive or special category data we will only do this in specific situations where:

- (a) you have provided this with your explicit consent for us to use it: or,
- (b) there is a legal obligation on us to process such data in accordance with EU Data Protection Law
- (c) it is needed to protect your vital interests (or those of someone else) such as in a medical emergency: or,
- (d) where you have clearly chosen to publicize such information: or,
- (e) where needed in connection with a legal claim that we have or may be subject to. 5

5 Disclosing your personal data to third parties

5.1 - We may disclose your personal data to certain third party organizations who are processing data solely in accordance with our instructions (called 'data processors') such as companies and/or organizations that support our operations (for example providers of web or database hosting, IT support, payment providers, event organizers, agencies we use to conduct fraud checks or mail management service providers) as well as professionals we use such as lawyers, insurers, auditors, or accountants. We only use those data processors who can guarantee to us that adequate safeguards are put in place by them to protect the personal data they process on our behalf.

5.2 - We may also disclose your personal data to third parties who make their own determination as to how they process your personal data and for what purpose(s) (called “data controllers”). The external third party data controllers identified above may handle your personal data in accordance with their own chosen procedures and you should check the relevant privacy policies of these companies or organizations to understand how they may use your personal data.

5.3 - Other than as described above, we will treat your personal data as private and will not routinely disclose it to third parties without you knowing about it. The exceptions are in relation to legal proceedings or where we are legally required to do so and cannot tell you (such as a criminal investigation). We always aim to ensure that your personal data is only used by third parties we deal with for lawful purposes and who observe the principles of EU Data Protection Law.

6 How long we retain your personal data

6.1 - CAMTC retains personal data identifying you for as long as necessary in the circumstances.

6.2 - CAMTC has adopted a data retention policy for EU residents (which we may make available on request) that sets out the different periods we may retain personal data for in respect of relevant purposes in accordance with our duties under EU Data Protection Law. The criteria we use for determining the relevant retention and disposal periods we adopt are based on the purpose for which we hold data and the reasonable expectations of those whose personal data we collect in these circumstances, taking into account various legislative requirements and guidance issued by relevant EU regulatory authorities.

6.3 - In accordance with the above retention policy, the personal data that we no longer need will be disposed of and/or anonymized so you can no longer be identified from it.

7 Your personal data rights

7.1 - In accordance with your legal rights under EU Data Protection Law, you have a 'subject access request' right under which can request information about the personal data that we hold about you, what we use that personal data for, and who it may be disclosed to, as well as certain other information.

7.2 - Usually we will have one month to respond to a subject access request. However, we reserve the right to verify your identity and we may, in case of complex requests, require a further two months to respond. We may also charge for administrative time in dealing with any manifestly unreasonable or excessive requests. We may also require further information to locate the specific information you seek, and certain legal exemptions under EU Data Protection Law may apply when responding to your subject access request.

7.3 - Under EU Data Protection Law. EU/EEA residents also have the following rights. which are exercisable by making a request to us in writing:

(a) that we correct personal data that we hold about you which is inaccurate or incomplete:

(b) that we erase your personal data without undue delay if we no longer need to hold or process it:

(c) to object to any automated processing (if applicable) that we carry out in relation to your personal data; for example if we conduct any automated credit scoring:

(d) to object to our use of your personal data for direct marketing:

(e) to object and/or to restrict the use of your personal data for purpose other than those set out above unless we have a compelling legitimate reason: or

(f) that we transfer personal data to another party where the personal data has been collected with your consent or is being used to perform contract with you and is being processed by automated means.

7.4 - So we can fully comply, please note that these requests may also be forwarded on to third party data processors who are involved in the processing of your personal data on our behalf.

7.5 - If you would like to exercise any of the rights set out above, please contact us at the address below.

7.6 - If you make a request and are not satisfied with our response, or believe that we are illegally processing your personal data, you have the right to complain to the Office of the Information Commissioner in the United Kingdom.

Contact Information

If you have any questions about CAMTC's privacy protection practices or believe we have not adhered to this Policy, please contact us at info@camtc.org.

Last update of this Privacy Policy: July 10, 2023

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