



## **MASC Ltd. Personal Information Protection Act (PIPA) Policy**

### **Policy Statement**

This Privacy Policy outlines how MASC Ltd. collects, uses, stores, and protects the personal and financial information of its clients in compliance with Bermuda's Personal Information Protection Act (PIPA). We value your privacy and are committed to handling all personal information responsibly and securely.

### **Scope**

This policy applies to all clients of MASC Ltd., both new and existing, and governs the collection, use, and storage of their personal information.

### **Collection of Personal Information**

We collect personal and card information through our intake forms to provide therapeutic services. This information may include, but is not limited to:

- Full name
- Date of birth
- Contact information (address, phone number, email)
- Emergency contact details
- Relevant health and therapeutic history
- Payment details (e.g., credit/debit card information)

### **Use and Disclosure of Personal Information**

#### **Purpose of Use**

Personal information will be used solely to:

- Provide therapeutic care and associated services.
- Process payments and manage billing.
- Communicate with you regarding appointments, treatment plans, and account status.



(441) 601- 6272



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Contact@mascbda.com



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### **Third-Party Sharing**

Personal and card information will not be shared with any third party without a signed Release of Information (ROI) form, except when required by law (e.g., court orders or mandatory reporting).

### **Storage and Retention of Information**

#### **Active File Retention**

Client information will be securely stored for the duration of therapeutic care and retained until the client completes their care and any outstanding balances are settled.

#### **Archiving**

After a client completes therapeutic care and resolves any overdue balances, their profile will be archived. Archived profiles will be retained in accordance with Bermuda's legal requirements for record retention before secure destruction.

### **Confidentiality and Security**

We implement appropriate physical, technical, and organizational safeguards to ensure your personal and financial information remains private and confidential. These measures include:

- Secure electronic data storage systems.
- Restricted access to personal data by authorized personnel only.
- Encryption of sensitive information during digital transmission.
- Regular staff training on PIPA compliance and data protection practices.

### **Accuracy and Updates to Information**

Clients are responsible for informing us of any changes to their personal information to maintain accurate records. Updates can be made by contacting 601-6272 or via email at [contact@mascbda.com](mailto:contact@mascbda.com).

### **Access to Your Information**

Clients have the right to request access to their personal information and correct any inaccuracies. Requests can be submitted in writing to MASC Ltd. at [contact@mascbda.com](mailto:contact@mascbda.com).

## **Client Consent**

By signing the intake form, clients consent to the collection, use, and storage of their personal information as outlined in this policy. Clients also agree to notify us of any inaccuracies or updates.

## **Amendments to This Policy**

MASC Ltd. reserves the right to update or amend this policy as necessary to ensure compliance with PIPA or other applicable laws. Clients will be notified of significant changes.

## **Contact Information**

For questions or concerns about this Privacy Policy or the handling of your personal information, please contact: [admin@mascbda.com](mailto:admin@mascbda.com).