

[VIRTELCO-Privacy policy](#)

The protection of our client's privacy is of utmost importance to the employees and management of the VIRTELCO. Continuously improving our services and advancing the science of movement recovery are also important goals for the VIRTELCO. Please take a moment to read the following important message about the privacy of your information and how VIRTELCO uses any collected data.

1. Personal information you disclose to us

We collect personal information that you provide to us when you register on the website, express an interest in obtaining information about us or our products and Services, or otherwise when you contact us.

The personal information we collect may include the following:

- Name
- Email
- Country
- Name of therapist who can provide referral
- Email of therapist who can provide referral
- Message (Describe your condition)

All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information.

2. How do we process your information

We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law.

- **To facilitate account creation and authentication and otherwise manage user accounts.** We may process your information so you can create and log in to your account, as well as keep your account in working order.
- **To deliver and facilitate delivery of services to the user.** We may process your information to provide you with the requested service.

- **To respond to user inquiries/offer support to users.** We may process your information to respond to your inquiries and solve any potential issues you might have with the requested service.
- **To send administrative information to you.** We may process your information to send you details about our products and services, changes to our terms and policies, and other similar information.
- **To fulfill and manage your orders.** We may process your information to fulfill and manage your orders, payments, returns, and exchanges made through the Services.
- **To enable user-to-user communications.** We may process your information if you choose to use any of our offerings that allow for communication with another user.
- **To request feedback.** We may process your information when necessary to request feedback and to contact you about your use of our Services.
- **To send you marketing and promotional communications.** We may process the personal information you send to us for our marketing purposes, if this is in accordance with your marketing preferences. You can opt out of our marketing emails at any time.
- **To deliver targeted advertising to you.** We may process your information to develop and display personalized content and advertising tailored to your interests, location, and more.
- **To protect our Services.** We may process your information as part of our efforts to keep our Services safe and secure, including fraud monitoring and prevention.
- **To deliver to therapy section.** We may process your information to improve our services and help clients recover after neurologic injuries and other conditions.

3. Third - party services

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us. However, certain third-party service providers, such as payment services and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions. For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

Links:

When you click on links on our website, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

4. Cookies and Technologies

We may use cookies and similar tracking technologies (like web beacons and pixels) to access or store information. Specific information about how we use such technologies and how you can refuse certain cookies is set out in our Cookie Notice.

5. Access your personal data

Based on the applicable laws of your country, you may have the right to request access to the personal information we collect from you, change that information, or delete it. To request to review, update, or delete your personal information, you may email us at contact@virtelco.com

6. Update on privacy information

We may update this privacy notice from time to time. The updated version will be indicated by an updated "Revised" date and the updated version will be effective as soon as it is accessible. If we make material changes to this privacy notice, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this privacy notice frequently to be informed of how we are protecting your information.

7. How to contact us

If you have questions or comments about this notice, you may email us at privacy@virtelco.com or contact us by post at:

VIRTELCO

34334 Forrest Terrace #5, Abbotsford, BC V2S 1G7

Canada