

Mymayt Privacy Policy

1. Introduction

Mymayt respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how personal information is collected, used, stored, and protected when you use the Mymayt website or book a session.

By using the website or booking a session, you agree to the collection and use of information in accordance with this policy.

2. Use of the Website and Services

By accessing the Mymayt website or booking a session, you acknowledge that you have read and understood this Privacy Policy and acknowledge and agree to the collection and use of personal information as described in this policy.

If you do not agree with this Privacy Policy, you should not use the website or book a session.

3. Information We Collect

When you use the Mymayt website or book a session, certain information may be collected, including:

- Your name
- Email address
- Phone number
- Booking details (session time and duration)
- Payment information processed through third-party payment providers
- Basic website usage information (such as cookies or analytics)

Payment information is processed securely through third-party payment platforms and is not stored directly by Mymayt.

Personal information may be collected when you visit the website, complete a booking form, contact the service, or otherwise interact with the Mymayt website.

4. How Your Information Is Used

Personal information may be used to:

- Process and manage bookings
- Contact you regarding your scheduled session

Mymayt Privacy Policy

- Provide customer support
- Improve website functionality and user experience
- Meet legal or regulatory obligations where required

Mymayt may also use contact information to send booking confirmations, reminders, or service-related communications.

Your information will only be used for purposes related to providing the Mymayt service.

5. Confidentiality of Conversations

Mymayt is designed to provide a private conversation space.

Information shared during sessions will be treated with respect and discretion. However, clients should be aware that Mymayt is not a regulated professional service and therefore does not provide legally protected confidentiality in the same way that certain licensed professions may.

Clients should only share information they are comfortable discussing within this context.

6. Information Sharing

Mymayt does not sell, rent, or trade personal information.

Information may be shared only where necessary to operate the service, such as with:

- Website hosting providers
- Booking and scheduling systems
- Payment processing services

These providers may process information on behalf of Mymayt in order to deliver the service.

Information may also be disclosed where required by law.

7. Third-Party Services

Mymayt uses trusted third-party service providers to help operate our website, bookings, payments, and communication systems.

These services may collect, process, or securely store information required to provide our services.

Mymayt Privacy Policy

Third-party providers may include, but are not limited to:

- Acuity Scheduling — appointment scheduling and booking management
- Stripe — secure payment processing
- GoDaddy and Microsoft 365 — website, email, domain, and related business services

Payment information is processed securely through our payment provider. Mymayt does not store full payment card details.

Use of these third-party services is also subject to their own privacy policies and terms.

8. Data Security

Reasonable steps are taken to protect personal information from loss, misuse, unauthorised access, or disclosure.

While reasonable efforts are made to protect personal information, transmission of information over the internet or phone networks cannot be guaranteed to be completely secure.

9. Cookies and Website Analytics

The Mymayt website may use cookies or similar technologies to improve website functionality and understand how visitors use the site.

These tools are used to help improve website functionality and understand general website usage.

10. Access to Your Information

You may request access to personal information held about you or request corrections if the information is inaccurate.

Requests can be made by contacting the email listed below.

11. Changes to This Policy

Mymayt may update this Privacy Policy from time to time.

Any updates will be published on the website.

Continued use of the website after changes indicates acceptance of the revised policy.

Mymayt Privacy Policy

12. Contact

If you have questions about this Privacy Policy or how personal information is handled, you can contact Mymayt at:

hello@mymayt.com.au