

Privacy Policy

Last updated: October 2026

Your privacy is important to us. This Privacy Policy explains how Nathalie Agius Physiotherapy Services (“we”, “us” or “our”) collects, uses, stores and protects your personal information when you visit www.nathalieagius.com, purchase a product, contact us or otherwise use our website and services.

We process personal data in accordance with applicable data protection law, including the General Data Protection Regulation (EU) 2016/679 (GDPR) and applicable Maltese data protection legislation.

1. Who We Are

For the purposes of data protection law, the data controller is:

Nathalie Agius Physiotherapy Services
Business address: 43, Vivion Street, Santa Venera, SVR1143, Malta
Email: info@nathalieagius.com
Professional registration number: 113

If you have any questions about this Privacy Policy or how your personal data is handled, please contact us using the email address above.

2. Personal Information We May Collect

Depending on how you interact with our website, we may collect:

- Information you provide when purchasing a product, such as your name, email address, billing details, country/location information required for payment or tax purposes, order details and transaction information.
- Information you provide when contacting us, such as your name, email address and the contents of your message.
- Marketing information, such as your email address and marketing preferences, if you choose to subscribe to newsletters or promotional communications.
- Technical and website information, which may include your IP address, browser type, device type, operating system, pages visited, referring website, date and time of access and similar technical information.
- Cookie and analytics information, where applicable and subject to the choices available through our cookie consent system.

We aim to collect only the personal information reasonably necessary for the relevant purpose.

3. Health Information

Although our products relate to knee osteoarthritis, purchasing the workbook does not require you to provide information about your health, diagnosis, symptoms, medication or medical history.

Please do not send sensitive health or medical information through general website contact forms or customer-support emails unless it is necessary for the specific reason you are contacting us.

Purchasing the workbook does not establish a physiotherapist–patient relationship, and customer-support channels are not intended to provide individual clinical assessment or medical advice.

4. How and Why We Use Your Personal Information

We may process your personal information for the following purposes:

- **To process and fulfil your order**
We use your information to process your purchase, provide access to your digital product, send order confirmations and deal with problems relating to your order.
Legal basis: performance of a contract or taking steps at your request before entering into a contract.
- **To process payments**
Payment information may be processed by our chosen payment provider. We may receive transaction information from that provider but do not necessarily receive or store your complete payment-card details.
Legal basis: performance of a contract and, where applicable, compliance with legal obligations.
- **To maintain financial, tax and business records**
We may retain transaction and invoice information where necessary to meet accounting, VAT, tax and other legal requirements.
Legal basis: compliance with a legal obligation.
- **To provide customer support**
We may use your contact and order information to respond to questions, resolve download problems and address concerns about your purchase.
Legal basis: performance of a contract and/or our legitimate interests in providing customer support.
- **To operate, maintain and secure our website**
We may process limited technical information to maintain website functionality, prevent misuse, troubleshoot problems and protect the security of our website and services.
Legal basis: our legitimate interests in operating and protecting our website and business.
- **To send marketing communications**
Where required, we will send newsletters, product updates or promotional communications only where you have provided the necessary consent.
Legal basis: consent, where consent is required.

5. Payment Information

Payments are processed through Stripe/Paypal.

Your payment provider may collect and process information necessary to complete the transaction in accordance with its own privacy policy.

We do not intentionally store complete payment-card details on our own systems where payments are handled directly by a third-party payment processor.

6. Who We Share Personal Information With

We do not sell your personal information.

We may share personal information with trusted service providers where necessary to operate our business and provide our services. Depending on the systems we use, these may include:

- our website and ecommerce provider;
- payment processors;
- digital-download or file-delivery providers;
- website hosting and cloud-storage providers;
- email and customer-support providers;
- accounting, tax or professional advisers;
- analytics providers, where applicable; and
- public authorities or regulators where disclosure is required by law.

These organisations receive only the information necessary for the relevant purpose and process information according to their respective roles and applicable data-protection requirements.

7. International Transfers

Some of the service providers we use may process personal information outside Malta or the European Economic Area (EEA).

Where personal data is transferred outside the EEA, we will take appropriate measures as required by applicable data-protection law. Depending on the destination and provider, these may include reliance on an adequacy decision adopted by the European Commission or appropriate contractual safeguards.

8. How Long We Keep Your Information

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected and to meet applicable legal, accounting, tax and regulatory requirements.

For example:

- Order and transaction records may be retained for the period required by applicable accounting and tax laws.
- Customer-support correspondence will be retained for as long as reasonably necessary to resolve the enquiry and maintain appropriate business records.
- Marketing information will generally be retained until you unsubscribe or withdraw your consent, subject to retaining limited information where necessary to record and respect your opt-out.
- Technical and analytics information will be retained in accordance with the retention settings of the services we use and our cookie policy.
- Where personal information is no longer required, it will be deleted, anonymised or otherwise handled in accordance with applicable law.

9. Cookies and Similar Technologies

Our website may use cookies and similar technologies that are necessary for the website and online store to function.

We may also use optional cookies or similar technologies for analytics, functionality or marketing purposes.

Where consent is required, optional cookies will not be used until you have made the relevant choice through our cookie consent system.

10. Marketing Communications

Purchasing a product does not automatically mean that you will be subscribed to marketing communications.

Where required, we will ask separately for permission to send newsletters, promotions or other marketing communications.

You can unsubscribe at any time by selecting the unsubscribe link in a marketing email or contacting us at info@nathalieagius.com.

You will still receive essential communications relating to purchases you have made, such as order confirmations, download information or customer-service correspondence.

11. Your Data Protection Rights

Depending on the circumstances and applicable law, you may have the right to:

- request access to personal information we hold about you;
- request correction of inaccurate or incomplete information;
- request deletion of your personal information in certain circumstances;
- request restriction of processing;
- object to certain types of processing;
- receive certain personal information in a portable format;
- withdraw consent where processing is based on your consent; and
- lodge a complaint with a data-protection supervisory authority.

These rights are not absolute and may be subject to conditions or exceptions under applicable law.

To exercise your rights, contact:

info@nathalieagius.com

We may need to request reasonable information to verify your identity before responding to certain requests.

12. Complaints

If you have concerns about how we process your personal information, please contact us first so that we can investigate your concern.

You also have the right to lodge a complaint with the Maltese supervisory authority:

Office of the Information and Data Protection Commissioner (IDPC)

Floor 2, Airways House
High Street
Sliema SLM 1549
Malta

13. Security

We take reasonable technical and organisational measures to protect personal information against accidental or unlawful loss, alteration, unauthorised access, disclosure or misuse.

However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

14. Links to Other Websites

Our website may contain links to websites or services operated by third parties.

We are not responsible for the privacy practices of independent third-party websites. If you follow an external link, you should review the privacy information provided by that organisation.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, website, service providers or legal obligations. The latest version will be published on this website with the "Last updated" date shown at the top.