



Privacy Policy

FutureProof Physio & Rehab

(operated by Futureproof Healthcare Sdn Bhd)

Effective Date: October 2024

1. Introduction

FutureProof Physio & Rehab (“we”, “our”, “us”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal data in accordance with the Malaysian Personal Data Protection Act 2010 (PDPA). By engaging our services, visiting our website, or contacting us, you agree to the terms outlined in this policy.

2. Information We Collect

We may collect the following personal information:

- Full name
- Contact number (e.g., WhatsApp)
- Email address
- Date of birth and gender (if required for treatment purposes)
- Medical history and health-related information relevant to physiotherapy treatment
- Emergency contact details
- Appointment and treatment records
- Payment and billing information
- Any information you provide through forms, messages, or consultations

3. How We Use Your Information

Your personal data is collected and used for the following purposes:

- To provide physiotherapy assessment and treatment services
- To manage appointments and scheduling
- To communicate with you regarding your care or enquiries
- To maintain clinical records and treatment progress
- To process payments and administrative matters
- To improve our services and patient experience
- To comply with legal and regulatory requirements

4. Disclosure of Information

We respect your privacy and do not sell your personal data.

Your information may only be disclosed:

- To authorised healthcare professionals involved in your care
- To insurance providers (if applicable and with consent)
- To regulatory or government authorities when required by law
- To third-party service providers (e.g., payment processors, IT systems) who assist in our operations and are bound by confidentiality obligations

5. Data Protection and Security

We implement appropriate administrative, technical, and physical safeguards to protect your personal data against loss, misuse, unauthorised access, disclosure, or alteration.

However, please note that no method of electronic storage or transmission over the internet is 100% secure.

6. Data Retention

We retain your personal data only for as long as necessary to:

- Fulfil the purposes outlined in this policy
- Comply with legal, regulatory, or professional requirements
- Maintain medical records as required by healthcare standards

After this period, your data will be securely deleted or anonymised.

7. Your Rights

Under the PDPA, you have the right to:

- Request access to your personal data
- Request correction of inaccurate or incomplete data
- Withdraw consent for certain uses of your data (subject to legal or medical limitations)

To exercise these rights, please contact us using the details below.

8. Cookies and Website Tracking (if applicable)

If you use our website, we may use cookies or similar technologies to improve user experience, track website performance, and understand visitor behaviour. You may disable cookies in your browser settings.

9. Third-Party Links

Our website or communication platforms may contain links to third-party websites. We are not responsible for the privacy practices or content of those external sites.

10. Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with the updated effective date.

11. Contact Us

If you have any questions about this Privacy Policy or your personal data, please contact:

FutureProof Physio & Rehab

Under Futureproof Healthcare Sdn Bhd

 WhatsApp: +6012 836 9895

 Email: info@futureproof.my

 Address: 2A, Jalan Desa 2/7, Desa Aman Puri, 52100, Kuala Lumpur, Malaysia.