

Code of Conduct and Cyber Security Policy FitTec

As an employee of FitTec, engaging in personal training, health coaching, and massage therapy services, it is essential to adhere to a code of conduct and maintain strong cyber security practices. The following guidelines are derived from the principles set forth by the American Massage Therapy Association (AMTA), American College of Sports Medicine (ACSM), and American Council on Exercise (ACE) as well as best practices in our industry.

Code of Conduct:

Professionalism:

- a. Treat all clients with respect, dignity, and equality, irrespective of their age, gender, race, or background.
- b. Maintain a professional appearance, adhering to appropriate attire and personal grooming standards.
- c. Demonstrate punctuality and preparedness for each session, ensuring a safe and organized environment.

Confidentiality:

- a. Safeguard the privacy and confidentiality of all client information, adhering to relevant privacy laws and regulations.
- b. Obtain written consent from clients before disclosing any personal or sensitive information to third parties.
- c. Refrain from discussing client details or sharing identifiable information with colleagues or friends.

Communication:

- a. Foster open and honest communication with clients, actively listening to their concerns and goals.
- b. Use clear and respectful language during interactions, avoiding offensive or inappropriate remarks.
- c. Provide accurate and understandable information about services, pricing, and potential risks involved.

Professional Boundaries:

a. Maintain appropriate physical and emotional boundaries with clients, refraining from any behavior that could be construed as romantic or sexual.

b. Refuse any requests that are beyond the scope of practice or personal comfort zone.

c. Seek guidance from supervisors or industry professionals in situations that require clarification or guidance.

Cyber Security Guidelines: Only Chris Morin can send any programming or education information to clients after his approval of the program. When relaying information to Chris Morin practice these guidelines and for that matter all the time.

Data Protection:

a. Safeguard client data by implementing strong security measures, including encryption and secure storage systems.

b. Regularly update and patch software and systems to mitigate vulnerabilities.

c. Obtain informed consent from clients before collecting, storing, or transmitting their personal information electronically.

Password Security:

a. Create strong, unique passwords for all accounts and systems used for client interactions.

b. Implement multi-factor authentication whenever possible to enhance account security.

c. Avoid sharing passwords or using the same password across multiple platforms.

Email and Messaging:

a. Use encrypted communication channels to share sensitive information, such as client records or medical history.

b. Be cautious of phishing attempts and suspicious email attachments, verifying the authenticity of messages before clicking on links or downloading files.

c. Do not share confidential client information via unsecured or public communication channels.

Device Security:

- a. Regularly update operating systems, software, and antivirus programs on all devices used for work purposes.
- b. Enable device encryption and set up secure screen locks to protect against unauthorized access.
- c. Avoid using public or unsecured Wi-Fi networks for transmitting sensitive data.

Remember, as a representative of FitTec, you play a vital role in maintaining the trust and safety of our clients. By adhering to this code of conduct and following strong cyber security practices, we can ensure the highest standards of professionalism, confidentiality, and data protection.