

PRIVACY POLICY

Effective Date: 1 June 2025

At Senses Home Spa we value your privacy and are committed to protecting the personal information you share with us. This Privacy Policy outlines the types of personal data we collect, how we use it, and the steps we take to safeguard it.

1. Information We Collect

We may collect the following types of personal data from you when you interact with our services:

- **Personal Identification Information:** Full name, phone number, email address, and home address.
- **Booking Information:** Preferred service packages, appointment time, special requests, and preferences related to spa treatments.
- **Health Information:** Optional, such as any medical conditions or allergies that might affect the treatments you receive.
- **Usage Data:** Information on how you use our website or mobile app, including IP address, browser type, and device type.

2. How We Use Your Information

The information we collect is used for the following purposes:

- To provide and improve our home spa services.
- To process payments and fulfil your booking.
- To communicate with you about your bookings, promotions, new services, and special offers.
- To personalize your experience based on your preferences.
- To respond to customer service inquiries and provide support.
- To comply with legal obligations and resolve disputes if necessary.

3. How We Protect Your Information

We implement a variety of security measures to ensure your personal information is secure when you book our services. These include encryption, secure payment gateways, and limited access to your data by authorized personnel only.

- **Access Control:** Only authorized employees or third-party service providers with a legitimate business purpose have access to your personal information.

4. Sharing Your Information

We do not sell, rent, or trade your personal information to third parties.

5. Your Rights

As a resident of the UAE, you have the following rights in relation to your personal data:

- **Access:** You may request access to the personal information we hold about you.
- **Correction:** You may update or correct any personal data we have stored.
- **Deletion:** You may request the deletion of your personal information, subject to certain legal or contractual restrictions.
- **Opt-Out:** You can opt out of receiving promotional emails or newsletters at any time by clicking the "unsubscribe" link in our communications.

To exercise these rights, please contact us at senseshomespa.ae@gmail.com

6. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience when using our website or app. Cookies help us analyse website traffic, remember your preferences, and provide personalized content. You can control cookie settings through your browser.

7. Third-Party Websites

Our website may contain links to third-party sites or services. We are not responsible for the privacy practices of those sites. We encourage you to read their privacy policies before providing any personal information.

8. Data Retention

We will retain your personal information only for as long as necessary to fulfil the purposes outlined in this Privacy Policy or as required by law.

9. Changes to this Privacy Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page with the updated effective date. We recommend that you review this Privacy Policy regularly to stay informed about how we are protecting your data.

10. Contact Us

If you have any questions or concerns regarding this Privacy Policy or our data practices, please contact us at:

Senses Home Spa

Email: senseshomespa.ae@gmail.com

