Privacy Policy

Your privacy is important to us. This Privacy Policy explains how **[Your Spa Name]** ("we," "our," or "us") collects, uses, stores, and protects your personal information when you visit our website, book services, or purchase products.

By using our website or services, you agree to the terms outlined in this Privacy Policy.

1. Information We Collect

We may collect the following types of information:

a. Personal Information Provided by You

- Name
- Phone number
- Email address
- Billing information
- Appointment history
- Saved card on file (stored securely by our booking/payment processor)
- Health or skincare information you voluntarily share for treatment purposes

b. Automatically Collected Information

When you visit our website, our system may automatically collect:

- IP address
- Device type
- Browser type
- Pages visited
- Time and date of visits

This data helps improve the function, performance, and security of our website.

c. Payment Information

We do **not** store full credit card numbers on our servers. Payments are processed securely through our third-party payment processor (e.g., MangoMint or Stripe), which meets industry security standards.

2. How We Use Your Information

We use your information to:

- Book, confirm, and manage appointments
- Process payments and charge applicable cancellation/no-show fees
- Communicate updates, reminders, or changes to your appointments
- Send promotional emails or text campaigns (only if you opted in)
- Enhance and personalize your customer experience
- Comply with legal and regulatory requirements
- Improve website performance, analytics, and security

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

Privacy Policy

3. How We Share Information

We may share information only with:

- **Booking & payment processors** (e.g., MangoMint, Stripe)
- **Email or SMS platforms** used for appointment reminders or marketing campaigns
- **Service providers** who assist in operating our business (IT, website hosting)

These parties are only permitted to use your information as necessary to perform services on our behalf.

We do not sell, trade, or give your information to unrelated third parties.

4. Data Storage & Security

We take reasonable measures to protect your information through:

- Encrypted payment processing
- Secure booking and client management systems
- Limited internal access to personal data
- Industry-standard data protection protocols

While we take strong precautions, no method of digital storage or transmission can be guaranteed 100% secure.

5. Your Rights & Choices

a. Access or Update Your Information

You may request to view, update, or correct your personal information at any time.

b. Opt-Out of Marketing

You may unsubscribe from promotional emails or texts at any time using the link or instructions provided.
(You will still receive appointment confirmations and reminders.)

c. Request Deletion

You may request that we delete your personal data, subject to legal recordkeeping requirements.

6. Cookies & Tracking Technologies

Our website may use cookies or similar technologies to improve usability.
You can disable cookies in your browser settings, but doing so may affect website functionality.

7. Minor Policy

Our website and services are not intended for children under 13.
We do not knowingly collect information from minors without parental consent.

8. External Links

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

Privacy Policy

9. Policy Updates

We may update this Privacy Policy as needed.
Any changes will be posted on this page with an updated “Last Updated” date.

Continued use of our website or services constitutes acceptance of any updated policy.

10. Contact Information

If you have questions or concerns about this Privacy Policy, please contact:

[Your Spa Name]
[Phone Number]
[Email Address]
[Business Address]