

Privacy Policy

Amarin Thai Massage & Spa Limited

Effective Date: 1 July 2025

Privacy Policy

At **Amarin Thai Balinese Massage & Spa Gold Limited** ("Amarin", "we", "our", or "us"), we are committed to protecting your privacy and handling your personal information responsibly in accordance with the Privacy Act 2020 (New Zealand).

This Privacy Policy explains how we collect, use, store, disclose, and protect your personal information when you visit our website, make a booking, purchase our services, or communicate with us.

1. Information We Collect

We may collect the following information:

Personal Information

- Full name
- Phone number
- Email address
- Residential or postal address (where required)
- Date of birth (if provided)
- Emergency contact details (if applicable)

Booking Information

- Appointment history
- Preferred therapist (if requested)
- Treatment preferences
- Gift voucher information
- Payment history

Health Information

To provide massage treatments safely, we may ask about:

- Medical conditions
- Allergies
- Injuries
- Pregnancy
- Medications
- Other health information relevant to your treatment

Providing this information is voluntary, but it may be necessary for us to provide treatment safely.

Website Information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device information
- Pages visited
- Cookies and analytics data

2. How We Use Your Information

We use your information to:

- Manage appointments and bookings
- Provide massage and spa treatments safely
- Process payments
- Respond to enquiries
- Contact you regarding appointments
- Send booking confirmations and reminders
- Improve our services
- Manage gift vouchers and memberships
- Comply with legal obligations
- Prevent fraud and protect our business

With your consent, we may also send promotional offers, newsletters, and special events. You may unsubscribe at any time.

3. Payment Information

Payments may be processed through secure third-party payment providers. We do not store your complete credit or debit card details on our systems.

4. Sharing Your Information

We do not sell your personal information.

We may share your information with:

- Booking software providers
- Payment processors
- IT service providers
- Professional advisers (such as accountants or lawyers)
- Government authorities where required by law

These parties are only permitted to use your information for the services they provide to us.

5. Health Information

Health information is treated as confidential and is only used to:

- Assess treatment suitability
- Ensure your safety
- Maintain treatment records
- Meet legal or professional obligations

6. Data Security

We take reasonable steps to protect your personal information from:

- Unauthorized access
- Loss
- Misuse
- Alteration
- Disclosure

Our staff receive training on maintaining client confidentiality.

7. Data Retention

We retain personal information only for as long as necessary to:

- Provide our services
- Meet legal obligations
- Resolve disputes
- Maintain business records

When information is no longer required, it will be securely deleted or destroyed.

8. Your Rights

Under the Privacy Act 2020, you have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Withdraw marketing consent
- Ask questions about how your information is handled

Some requests may be subject to legal exceptions.

9. Cookies

Our website may use cookies to:

- Improve website functionality
- Understand website usage
- Remember your preferences

You may disable cookies through your browser settings, although some website features may not function correctly.

10. Third-Party Services

Our website or booking system may contain links to third-party websites or services. We are not responsible for the privacy practices of those third parties.

11. CCTV

For the safety and security of our clients, staff, and premises, CCTV may operate in reception and public areas. Cameras are not installed inside treatment rooms, bathrooms, or changing areas.

12. Changes to this Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website and at our reception.

13. Contact Us

If you have any questions about this Privacy Policy or wish to access or correct your personal information, please contact us:

Amarin Thai Balinese Massage & Spa Gold Limited

Email: manager.amarinthai@gmail.com

Website: www.amarinthaimassagenz.com

We will respond to privacy requests as soon as reasonably practicable.

By using our services, making a booking, or visiting our website, you acknowledge that you have read and understood this Privacy Policy.