

# Privacy Policy

## Our Commitment to Your Privacy

Your privacy is important to us. iGlow Spa is committed to safeguarding your privacy online. Except as set forth in this Privacy Policy, we will never share your personal information with anyone for any reason without your explicit permission. Please read the following policy to understand how your information will be treated as you make full use of our many offerings. By using the iGlow Spa website, you consent to the policies and practices described in this Privacy Policy. We may change our Privacy Policy from time to time. If we do make changes, we will post those changes here so that you will always know what information we gather, how we might use it, and to whom we may disclose it. You should review this Privacy Policy from time to time to make certain that you remain up to date in the event changes to this Privacy Policy are made.

## Information We Collect

Any information submitted by you will be used only to process orders and improve our products and services.

Under no circumstance will we rent, sell, or share any information provided by you to any third party without your permission. Our site uses a contact form for customers to request a booking or information. Contact information from the order forms is used to get in touch with you to confirm the booking or when necessary.

We may also gather certain information about your use of our site, such as what areas you visit and what services you access, and we may also collect information about your computer hardware and software. Wherever iGlow Spa collects personal information we make an effort to include a link to this Privacy Policy on that page.

## The Use of Cookies

“Cookies” are small text files that are used to store and sometimes track information about you. Cookies are not used to run programs and do not deliver viruses to your computer. Cookies are stored by your browser on your computer’s hard drive. Most browsers automatically accept cookies, but you can configure your browser to decline all cookies. Alternatively, you may be able to modify your browser setting to notify you each time a cookie is tendered and permit you to accept or decline cookies on a case-by-case basis. If you choose to decline cookies, your Web browser will be directed to a message suggesting that you upgrade your browser to a recommended version. You will not be able to view information on our web site properly if you decline cookies.

Generally, we use cookies to:

- Remind us who you are during your online session.
- Process the items in your shopping cart.
- Collect IP addresses for system administration and to report aggregate information.

## How Information Is Used

iGlow Spa’s primary goal in collecting information is to provide you with personalised services, interactive communications and online shopping ease. When you are on the iGlow Spa website and are asked for personal information, you are sharing that information with iGlow Spa alone. iGlow Spa does not sell, trade, or rent your personal information to others except to provide products or services you’ve requested, when we have your permission, or under the following circumstances:

(a) to protect the security of our website and our rights as set forth in our Terms and Conditions,

(b) in response to legal process or proceedings, to establish or exercise our legal rights or defend against legal claims

(c) when we believe in good faith that the law requires such action,

(d) to a trusted partner who works with or on behalf of East Day Spa, provided that such partner delivers to us a confidentiality agreement confirming to us that they do not have an independent right to share this information with others, or

(e) in connection with a sale of our business or company.

Our Website may contain links to other, third-party web sites. Even if a relationship may exist between such a third-party and iGlow Spa, iGlow Spa exercises no authority over, and does not control linked sites, so that if you click on one of these links, you will be leaving our website and entering another website. These linked web sites will maintain independent privacy and data collection policies and procedures, and iGlow Spa assumes no responsibility or liability for these independent web sites or their particular policies and procedures. These links are provided for your convenience, and as such, you access them at your own risk. iGlow Spa recommends that you carefully review the privacy and data collection policies and procedures of any linked site that you may visit, because those policies and procedures may be very different from our own.

### **Maintaining Your Privacy and Managing Your Information**

You have choices about how the information you have provided us may be used by us. You can direct us to have your name and address removed from our mailing list. Should you choose this option, you will not receive any future communications from iGlow Spa. You may opt out of receiving such future communications by sending an email to [info@iglowspa.co.nz](mailto:info@iglowspa.co.nz) stating your request to be removed from our lists.

### **Security & Safeguarding Your Information**

We are committed to safeguarding your information. We utilise the full range of the best security technology available, and we continually assess new technology for protecting your information. However, we cannot guarantee that unauthorised third parties will never be able to defeat those measures or use your personal information for improper purposes.

When you make a purchase online at iGlow Spa, your credit card information is protected through the use of encryption technology, generally known as Secure Socket Layer (SSL) protocol. SSL makes it difficult for your credit card information to be intercepted or stolen during transmission. We use DPS Payment Express as our secure payment gateway. DPS Payment Express encodes sensitive information like your credit card number when it passes through the internet.

### **Agreeing to Terms**

If you do not agree to iGlow Spa's Privacy Policy as posted here on this website, please do not use this site or any services offered by this site. Your use of this site indicates acceptance of this privacy policy.

### **Additional Questions**

If you have additional questions or comments regarding this policy, please send them via email to [info@iglowspa.co.nz](mailto:info@iglowspa.co.nz) with the words "Privacy Policy" in the subject line.