

## Resync Wellness Studio Service Privacy & Data 27<sup>th</sup> December 2024 OPERATIONAL

### Privacy and Data Protection Policy

About US RESYNC WELLNESS STUDIO is a registered company in DUBAI, UAE (Company no: XXXXXXXX). Our registered address is \_\_\_\_\_ And our website address is [www.resync.ae](http://www.resync.ae)

**Privacy Policy** Your privacy is important to us. It is RESYNC policy to respect your privacy and comply with any applicable law and regulation regarding any personal information we may collect about you, including across our website, <https://www.resync.ae>.

Personal information is any information about you which can be used to identify you. This includes information about you as a person (such as name, address, and date of birth), your devices, payment details, and even information about how you use a website or online service. In the event our site contains links to third-party sites and services, please be aware that those sites and services have their own privacy policies. After following a link to any third-party content, you should read their posted privacy policy information about how they collect and use personal information. This Privacy Policy does not apply to any of your activities after you leave our site. This policy is effective as 21st November 2024.

### Information

**We Collect Information** we collect falls into one of two categories: 'voluntarily provided' information and 'automatically collected' information. 'Voluntarily provided' information refers to any information you knowingly and actively provide us when using or participating in any of our services and promotions. 'Automatically collected' information refers to any information automatically sent by your devices in the course of accessing our products and services. **Personal Information** We may ask for personal information — for example, when you contact us — which may include one or more of the following: • Name • Email • Phone/mobile number • Home/ mailing address **Legitimate Reasons for Processing Your Personal Information** We only collect and use your personal information when we have a legitimate reason for doing so. In which instance we only collect personal information that is reasonably necessary to provide our services to you.

### Collection and Use of Information

We may collect personal information from you when you do any of the following on our website:

- Register for an account
- Sign up to receive updates from us via email or social media channels
- Use a mobile device or web browser to access our content

- Contact us via email, social media, or on any similar technologies

When you mention us on social media We may collect, hold, use and disclose information for the following purposes, and personal information will not be further processed in a manner that is incompatible with these purposes:

- to provide you with our platform's core features and services
- for advertising and marketing, including to send you promotional information about our products and services and information about third parties that we consider may be of interest to you
- for technical assessment, including to operate and improve our app, associated applications, and associated social media platforms

We may combine voluntarily provided and automatically collected personal information with general information or research data we receive from other trusted sources. For example, Our marketing and market research activities may uncover data and insights, which we may combine with information about how visitors use our site to improve our site and your experience on it.

#### Security of Your Personal Information

When we collect and process personal information, and while we retain this information, we will protect it within commercially acceptable means to prevent loss and theft, as well as unauthorised access, disclosure, copying, use or modification.

Although we will do our best to protect the personal information you provide to us, we advise that no method of electronic transmission or storage is 100% secure and no one can guarantee absolute data security.

You are responsible for selecting any password and its overall security strength, ensuring the security of your own information within the bounds of our services. For example, ensuring any passwords associated with accessing your personal information and accounts are secure and confidential.

#### How Long We Keep Your Personal Information

We keep your personal information only for as long as we need to. This time period may depend on what we are using your information for, in accordance with this privacy policy. For example, if you have provided us with personal information as part of creating an account with us, we may retain this information for the duration your account exists on our system. If your personal information is no longer required for this purpose, we will delete it or make it anonymous by removing all details that identify you. However, if necessary, we may retain your personal information for our compliance with a legal, accounting, or reporting obligation or for archiving purposes in the public interest, scientific, or historical research purposes or statistical purposes.

## **Children's Privacy**

**We do not aim any of our products or services directly at children under the age of 13 and we do not knowingly collect personal information about children under 13. We recommend that persons over 13 but under 18 years of age ask their parents for permission before using the Site or sending any information about themselves to anyone over the Internet.**

## **Disclosure of Personal Information to Third Parties**

**We may disclose personal information to:**

- **a parent, subsidiary or aliante of our company**
- **third-party service providers for the purpose of enabling them to provide their services including (without limitation) IT service providers, data storage, hosting and server providers, analytics, error loggers, debt collectors, maintenance or problem-solving providers, marketing providers, professional advisors, and payment systems operators**
- **our employees, contractors, and/or related entities**
- **our existing or potential agents or business partners**
- **credit reporting agencies, courts, tribunals, and regulatory authorities, in the event you fail to pay for goods or services we have provided to you**
- **courts, tribunals, regulatory authorities, and law enforcement officers, as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise, or defend our legal rights**
- **third parties, including agents or sub-contractors who assist us in providing information, products, services, or direct marketing to you**
- **third parties to collect and process data**
- **an entity that buys, or to which we transfer all or substantially all of our assets and business**

## **Your Rights and Controlling Your Personal Information**

- **Your choice: By providing personal information to us, you understand we will collect, hold, use, and disclose your personal information in accordance with this privacy policy. You do not have to provide personal information to us, however, if you do not, it may affect your use of our website or the products and/or services offered on or through it.**
- **Information from third parties: If we receive personal information about you from a third party, we will protect it as set out in this privacy policy. If you are a third party providing personal information about somebody else, you represent and warrant that you have such person's consent to provide the personal information to us.**

- **Marketing permission:** If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by contacting us using the details below.
- **Access:** You may request details of the personal information that we hold about you.
- **Correction:** If you believe that any information we hold about you is inaccurate, out of date, incomplete, irrelevant, or misleading, please contact us using the details provided in this privacy policy. We will take reasonable steps to correct any information found to be inaccurate, incomplete, misleading, or out of date.
- **Non-discrimination:** We will not discriminate against you for exercising any of your rights over your personal information. Unless your personal information is required to provide you with a particular service or offer (for example providing user support), we will not deny you goods or services and/or charge you different prices or rates for goods or services, including through granting discounts or other benefits or imposing penalties, or provide you with a different level or quality of goods or services.
- **Notification of data breaches:** We will comply with laws applicable to us in respect of any data breach.
- **Complaints:** If you believe that we have breached a relevant data protection law and wish to make a complaint, please contact us using the details below and provide us with full details of the alleged breach. We will promptly investigate your complaint and respond to you, in writing, setting out the outcome of our investigation and the steps we will take to deal with your complaint. You also have the right to contact a regulatory body or data protection authority in relation to your complaint.
- **Unsubscribe:** To unsubscribe from our email database or opt out of communications (including marketing communications), please contact us using the details provided in this privacy policy, or opt out using the opt-out facilities provided in the communication. We may need to request specific information from you to help us confirm your identity.
- **Use of Cookies:** We use 'cookies' to collect information about you and your activity across our site. A cookie is a small piece of data that our website stores on your computer, and accesses each time you visit, so we can understand how you use our site. This helps us serve you content based on preferences you have specified. How do you avoid cookies? If you are concerned about having cookies on your computer, you can set your browser to refuse all cookies or to indicate when a cookie is being set, allowing you to decide whether to accept it. You can also delete cookies from your computer.

#### **Business Transfers**

**If we or our assets are acquired, or in the unlikely event that we go out of business or enter bankruptcy, we would include data, including your personal information, among the assets**

transferred to any parties who acquire us. You acknowledge that such transfers may occur, and that any parties who acquire us may, to the extent permitted by applicable law, continue to use your personal information according to this policy, which they will be required to assume as it is the basis for any ownership or use rights we have over such information.

#### **Limits of Our Policy**

Our website may link to external sites that are not operated by us. Please be aware that we have no control over the content and policies of those sites, and cannot accept responsibility or liability for their respective privacy practices.

#### **Changes to This Policy**

At our discretion, we may change our privacy policy to reflect updates to our business processes, current acceptable practices, or legislative or regulatory changes. If we decide to change this privacy policy, we will post the changes here at the same link by which you are accessing this privacy policy. If the changes are significant, or if required by applicable law, we will contact you (based on your selected preferences for communications from us) and all our registered users with the new details and links to the updated or changed policy. If required by law, we will get your permission or give you the opportunity to opt in to or opt out of, as applicable, any new uses of your personal information.

**Contact Us** For any questions or concerns regarding your privacy, you may contact us using the following details: Resync .....