

Privacy Notice

Last Updated: August 4, 2026

At **Ikaan Villa Spa** ("Ikaan Villa Spa," "we," "our," or "us"), we recognize the importance of protecting the personal information of our guests, customers, suppliers, business partners, and website visitors. We are committed to processing personal data responsibly, securely, and in accordance with applicable data protection laws and internationally recognized privacy principles.

Personal Information We Collect

Depending on the services requested, we may collect the following categories of personal information:

- Full name
- Telephone number
- Email address
- Reservation details
- Billing and invoicing information (where applicable)
- Information related to events or contracted services
- Any additional information voluntarily provided through our contact channels

Purposes of Processing

Your personal information may be processed for the following purposes:

- Managing reservations for accommodations, spa services, restaurant services, and private events.
- Providing customer service and responding to inquiries.
- Preparing quotations and following up on service requests.
- Issuing invoices and processing payments where applicable.
- Communicating with you regarding your reservations or contracted services.
- Sending promotional offers, newsletters, special events, and marketing communications, where you have provided your consent or where permitted by applicable law.
- Complying with legal, regulatory, accounting, and tax obligations.

Disclosure of Personal Information

Ikaan Villa Spa does not sell, rent, or commercially distribute personal information.

Personal information may be shared only:

- When required by applicable law or a lawful request from competent authorities.
- When necessary to provide the services you have requested (for example, through trusted service providers, payment processors, reservation systems, or technology partners).
- When required to protect the rights, property, or safety of Ikaan Villa Spa, our guests, or others.

All authorized third parties are expected to maintain appropriate confidentiality and security measures consistent with applicable data protection requirements.

Your Privacy Rights

Depending on your jurisdiction, you may have the right to:

- Access your personal information.
- Request correction of inaccurate or incomplete data.
- Request deletion of your personal information.
- Object to or restrict certain processing activities.
- Withdraw consent where processing is based on consent.
- Request data portability where applicable.

Individuals located in Mexico may exercise their **ARCO Rights** (Access, Rectification, Cancellation, and Opposition) in accordance with the applicable Mexican data protection legislation.

Requests regarding these rights may be submitted through the privacy contact email designated by Ikaan Villa Spa.

Information Security

We maintain appropriate administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, misuse, disclosure, alteration, loss, or destruction.

Although we implement commercially reasonable security measures, no method of electronic transmission or storage is completely secure.

Changes to This Privacy Notice

Ikaan Villa Spa reserves the right to modify or update this Privacy Notice at any time to reflect changes in legal requirements, business operations, or privacy practices.

Any updates will be published on our official website, together with the revised "Last Updated" date.

Contact

If you have any questions regarding this Privacy Notice or wish to exercise your privacy rights, please contact Ikaan Villa Spa through the official contact methods published on our website.