

Privacy Policy

Last Updated: August 4, 2026

At **Ikaan Villa Spa** ("Ikaan Villa Spa," "we," "our," or "us"), we are committed to protecting your privacy and handling your personal information in a transparent, secure, and responsible manner. This Privacy Policy explains how we collect, use, store, disclose, and protect the personal information you provide when you visit our website or use our services.

By using our website, you acknowledge that you have read and understood this Privacy Policy.

1. Information We Collect

We may collect personal information that you voluntarily provide, including but not limited to:

- Full name
- Email address
- Telephone number
- Reservation details
- Billing or payment information (when applicable)
- Information submitted through contact forms
- Communications sent via email, telephone, or WhatsApp
- Preferences related to promotions or newsletters

We may also automatically collect certain technical information when you visit our website, including:

- IP address
- Browser type and version
- Device information
- Operating system
- Pages visited and time spent on the website
- Cookies and similar tracking technologies

2. How We Use Your Information

We may use your personal information to:

- Process and confirm reservations.
- Respond to inquiries and customer service requests.
- Communicate with you regarding your reservation or requested services.

- Improve our website, products, and services.
- Send promotional communications, newsletters, and special offers where permitted by applicable law or with your consent.
- Maintain website security and prevent fraud.
- Comply with applicable legal, regulatory, accounting, and tax obligations.

3. Legal Basis for Processing

Where applicable under data protection laws, we process personal information based on one or more of the following legal grounds:

- Your consent.
- Performance of a contract or reservation.
- Compliance with legal obligations.
- Our legitimate business interests, provided these interests do not override your fundamental rights and freedoms.

4. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to:

- Ensure proper website functionality.
- Improve user experience.
- Analyze website traffic and usage.
- Personalize content where applicable.

You may manage or disable cookies through your browser settings. Please note that disabling certain cookies may affect the functionality of the website.

5. Sharing of Personal Information

We do not sell your personal information.

We may share your information with trusted third-party service providers who assist us in operating our website and delivering our services, including:

- Reservation management systems
- Payment processors
- Email communication platforms
- Marketing service providers
- Technology and website hosting providers

These third parties are required to maintain appropriate confidentiality and security measures and may only process personal information for authorized purposes.

We may also disclose personal information when required by law or to protect our legal rights.

6. Data Security

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

While we strive to use commercially reasonable security measures, no method of electronic transmission or storage can be guaranteed to be completely secure.

7. Data Retention

We retain personal information only for as long as necessary to fulfill the purposes described in this Privacy Policy, comply with legal obligations, resolve disputes, and enforce our agreements.

8. International Data Transfers

Where applicable, personal information may be processed or stored in countries other than the country in which it was collected. When such transfers occur, we take reasonable steps to ensure that appropriate safeguards are implemented in accordance with applicable data protection laws.

9. Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices, policies, or content of those websites. We encourage users to review the privacy policies of any third-party websites they visit.

10. Your Privacy Rights

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

- Access your personal information.
- Request correction of inaccurate or incomplete information.
- 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.

Residents of Mexico may exercise their **ARCO Rights** (Access, Rectification, Cancellation, and Opposition) in accordance with applicable Mexican data protection laws.

To exercise any of these rights, please contact us using the information provided below.

11. Children's Privacy

Our website and services are not directed toward children under the age required by applicable law to provide valid consent. We do not knowingly collect personal information from children without appropriate authorization.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or operational needs. Any updates will be published on this page along with the revised "Last Updated" date.

13. Contact Us

If you have any questions regarding this Privacy Policy or the processing of your personal information, please contact Ikaan Villa Spa through the official contact methods published on our website.

For publication on your website, I also recommend adding:

- The company's legal name.
- Physical address.
- Contact email for privacy requests.
- Telephone number.
- The name or department responsible for handling personal data requests.
- A link to your **Terms and Conditions** and **Cookie Policy** (if separate).
- A section specifying the applicable law (e.g., Mexican Federal Law on the Protection of Personal Data Held by Private Parties) if your primary operations are in Mexico.