

Lan Bathhouse Privacy Policy

Effective from 14/03/2025

1. We Respect Your Privacy

1.1 Lan Bathhouse is committed to protecting your privacy and ensuring the security of your personal information. This policy outlines how we collect, use, and protect your personal information.

1.2 "Personal Information" refers to any information that can be used to identify you, including but not limited to your name, contact details, financial information, and health information.

2. Collection of Personal Information

2.1 Lan Bathhouse may collect personal information when you interact with us, such as when you visit our website, book appointments, sign up for our services, or communicate with us directly (via phone, email, or social media).

2.2 The types of personal information we may collect include your name, address, email, phone number, payment information, transaction history, medical or health information (if provided), and any other details you provide in connection with your use of our services.

2.3 We may also collect additional information such as feedback, responses to surveys or promotions, and content preferences. If you provide personal information about someone else, you confirm that you have their consent to do so.

3. How We Collect Your Personal Information

3.1 Lan Bathhouse collects personal information in various ways, including:

- When you book a service or purchase products from us.
- When you interact with our website or mobile app.
- When you visit our physical locations or make inquiries.
- Through feedback, surveys, promotions, or social media engagement.

3.2 We may also receive personal information from third-party partners. When we do, we will handle this information in accordance with this Privacy Policy.

4. Use of Your Personal Information

4.1 Lan Bathhouse uses your personal information for the following purposes:

- To provide the services and products you have requested.
- To communicate with you regarding updates, events, and special offers.
- To improve our services, products, and customer experience.
- To analyze and understand your preferences and needs.

4.2 If you interact with our app or social media features, please note that we cannot ensure the security of information shared publicly through such features. We advise caution when posting personal information on public platforms.

4.3 We may contact you via email, phone, SMS, or postal mail for the purposes outlined above.

5. Disclosure of Your Personal Information

5.1 We may disclose your personal information to employees, contractors, agents, or service providers for the purpose of delivering our services and products to you.

5.2 Personal information may also be disclosed in response to legal requirements, such as subpoenas or court orders, or to protect the rights and safety of Lan Bathhouse or other individuals.

5.3 In case of a business transition, such as a sale or merger, we may transfer your information to the new entity, provided they adhere to this Privacy Policy.

5.4 We may store and process your personal information in countries outside of your country of residence.

6. Security of Your Personal Information

6.1 Lan Bathhouse is committed to safeguarding your personal information through physical, electronic, and managerial procedures to protect it from unauthorized access, disclosure, or misuse.

6.2 While we take reasonable steps to secure your personal information, please note that no method of transmission or storage is 100% secure, and we cannot guarantee the complete security of information.

7. Access to Your Personal Information

7.1 You have the right to request access to the personal information we hold about you. Requests can be made through our “Contact Us” form on our website.

7.2 If you believe any of your personal information is inaccurate or incomplete, please contact us, and we will make necessary updates.

7.3 In certain circumstances, we may refuse access to your personal information, as permitted by law.

8. Opt-out Right

8.1 You can stop the collection of information by uninstalling any of our apps or by opting out via email. If you no longer wish to receive marketing communications, please follow the instructions in the communication or contact us directly.

9. Changes to This Privacy Policy

9.1 Lan Bathhouse may update or modify this Privacy Policy from time to time. Any changes will be effective immediately upon posting the revised policy on our website. We encourage you to review this Privacy Policy periodically.

10. Complaints About Privacy

10.1 If you have any concerns about how we handle your personal information, please contact us at info@lanbathhouse.com.au. We will investigate your complaint and work to resolve it promptly.

11. Use of Our Application

11.1 When you use our app or mobile services, we may collect information about your mobile device, including its unique device ID, IP address, operating system, and browsing data. This information helps us improve the app and tailor our services to your preferences.

11.2 Our app may contain links to third-party services. Please note that we are not responsible for the privacy practices of these third parties and encourage you to read their privacy policies.

12. Pet and Animal Policy

12.1 To ensure the safety and comfort of all guests, and in consideration of the unique environmental conditions within our facilities—including, but not limited to, high temperatures, hot water, steam, slippery surfaces, and strong water jets—**Lan Bathhouse does not permit any pets or animals on the premises, including service animals.** These conditions may pose significant risks to the health and safety of animals.

12.2 This policy is not based on any form of discrimination against individuals with disabilities. It is implemented solely to protect the wellbeing of animals in an environment that may be hazardous to them, as well as to maintain a safe and positive experience for all guests.

12.3 Lan Bathhouse is committed to supporting guests who may require assistance. If you need additional support while visiting without an animal, please contact us in advance. We will make every reasonable effort to provide appropriate accommodations to ensure your comfort and accessibility.