

Privacy Policy – Above the Clouds

Last updated: June 2025

Above the Clouds ("we", "us", or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and protect the personal information you provide when using our website and booking services.

1. Information We Collect

We collect the following types of information:

- **Personal Information:** Name, email address, phone number, and any details you provide when booking an appointment or contacting us.
- **Payment Information:** When booking online, we may collect billing details. Payments are securely processed through third-party providers.
- **Health or Medical Information:** If voluntarily shared for the purpose of tailoring massage services (e.g., injuries or conditions).
- **Technical Data:** IP address, browser type, and device information through cookies and analytics tools.

2. How We Use Your Information

We use your information to:

- Schedule and manage appointments
- Communicate with you about services or updates
- Process payments securely
- Customize your massage experience based on provided health information
- Improve our website and customer experience

3. Sharing Your Information

We do **not** sell, trade, or rent your personal data. We may share information only in the following cases:

- With third-party service providers (e.g., payment processors, booking platforms)
- If required by law or to protect our legal rights
- With your consent

4. Cookies and Analytics

We use cookies and similar technologies to understand how users interact with our website. You can manage cookie settings in your browser. These tools help us improve site functionality and performance.

5. Data Security

We take reasonable precautions to protect your personal data from loss, misuse, or unauthorized access. This includes the use of secure servers, encryption, and regular system updates.

6. Your Rights

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

- Access or request a copy of your personal data
- Correct or update inaccurate information
- Request deletion of your personal information
- Withdraw consent for future data processing

To exercise any of these rights, please contact us at info@abovethecloudsmassage.com.

7. Retention of Information

We retain your personal information only as long as necessary to provide our services, comply with legal obligations, or resolve disputes.

8. Third-Party Links

Our website may include links to other websites. We are not responsible for the content or privacy practices of these third-party sites.

9. Changes to This Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page with an updated date. Continued use of our services indicates your acceptance of the revised policy.