

Privacy Policy

Effective Date: 30/4/2025

1. Introduction

Welcome to Jo Sym-Choons's. Your privacy is important to us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, including any other media form, media channel, mobile website, or mobile application related or connected thereto.

Please read this privacy policy carefully. If you do not agree with the terms of this privacy policy, please do not access the site.

2. Information We Collect

We may collect information about you in a variety of ways. The information we may collect includes:

- Personal Data: Personally identifiable information, such as your name, email address, phone number, and other details you voluntarily provide to us.
- Payment Information: If you make a purchase or booking through our site, your payment details are securely processed via Stripe. We do not store or have access to your full credit card information. Stripe uses industry-standard encryption and security.
- Derivative Data: Information our servers automatically collect when you access the Site, such as your IP address, browser type, operating system, access times, and pages viewed.
- Cookies and Tracking Technologies: We may use cookies, web beacons, tracking pixels, and other tracking technologies to customize the Site and improve your experience.

3. Use of Your Information

We may use the information we collect from you to:

- Provide and manage our services

- Personalize your user experience
- Send updates, offers, and promotional content
- Respond to customer inquiries
- Monitor site usage and improve performance

We may also contact you via phone, email, or SMS if we feel it is necessary to follow up on a query, confirm an appointment, or provide important information related to our services. Your contact details are stored securely and only used for relevant communications.

We use Mailchimp to manage and send marketing emails. Mailchimp securely stores your email address and related information in compliance with data protection regulations. You may unsubscribe from marketing emails at any time using the unsubscribe link included in each email.

4. Disclosure of Your Information

We may share your information in the following situations:

- Legal Requirements: When required by law or necessary to protect rights and safety.
- Third-Party Service Providers: With trusted partners that help us operate our business, such as Stripe for payments and Mailchimp for email communications.
- Business Transfers: In the event of a business sale, merger, or acquisition.

5. Security of Your Information

We implement appropriate technical and organizational measures to protect your personal data. Payment transactions are processed securely through Stripe, which is PCI-compliant and uses industry-leading encryption. All communications, including those sent through Mailchimp, follow secure protocols and data protection practices. However, no system is completely secure, and we cannot guarantee absolute protection.

6. Your Privacy Rights

Depending on your location, you may have the right to access, correct, or request deletion of your personal

information. You can also opt out of promotional communications at any time.

To make any such request, please contact us using the details below.

7. Children's Privacy

We do not knowingly collect personal information from children under 13. If you believe we have collected such data, please contact us so we can remove it.

8. Changes to This Policy

We may update this Privacy Policy periodically. All updates will be posted on this page with the revised "Effective Date" at the top.

9. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us:

Jo Sym-Choons's

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