

Privacy Policy

Last Updated: 16/05/2025

Your privacy is important to Sacred Divine Heal. This Privacy Policy explains how we collect, use, and disclose your personal information when you use our Website and Services.

1. Information We Collect:

We may collect the following types of personal information:

- **Contact Information:** Your name, email address, phone number, and address.
- **Booking Information:** Details of the Services you book, dates and times of appointments.
- **Payment Information:** Credit/debit card details or other payment information processed through our secure payment gateway (we do not directly store your full payment details).
- **Health and Well-being Information:** Information you voluntarily share with us during consultations or sessions related to your mental, relational, physical, or business well-being. This information is kept confidential.
- **Website Usage Data:** Information about how you use our Website, such as your IP address, browser type, operating system, pages visited, and the dates and times of your visits (collected through cookies and similar technologies).
- **Communications:** Records of your communication with us (emails, messages, etc.).

2. How We Use Your Information:

We may use your personal information for the following purposes:

- To provide and manage the Services you request.
- To process payments and send invoices.
- To communicate with you about your bookings, appointments, and inquiries.
- To personalize your experience on our Website.
- To improve our Website and Services.
- To send you relevant information about our Services (with your consent, where required by law).
- To comply with legal obligations.
- For internal record-keeping and analysis.

3. Sharing Your Information:

We may share your personal information with the following parties:

- **Service Providers:** Third-party service providers who assist us with website hosting, payment processing, email communication, and other services. These providers are contractually obligated to protect your information.

- **Legal Authorities:** If required by law or legal process, we may disclose your personal information to law enforcement agencies, government bodies, or other legal authorities.

4. Data Security:

We take reasonable measures to protect your personal information from unauthorized access, use, disclosure, alteration, or destruction. These measures include:

- Using secure servers and encryption technologies for sensitive data.
- Implementing access controls to limit who can access your information.
- Regularly reviewing and updating our security practices.

However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security of your information.

5. Your Rights:

You may have certain rights regarding your personal information under applicable data protection laws, including the right to:

- **Access:** Request access to the personal information we hold about you.
- **Correction:** Request that we correct any inaccurate or incomplete personal information.
- **Deletion:** Request that we delete your personal information (subject to certain exceptions).
- **Objection:** Object to the processing of your personal information for certain purposes (e.g., direct marketing).
- **Restriction:** Request that we restrict the processing of your personal information.
- **Data Portability:** Request to receive a copy of your personal information in a structured, commonly used, and machine-readable format.

To exercise these rights, please contact us at anjanamittra@gmail.com. We may require you to verify your identity before responding to your request.

6. Cookies and Similar Technologies:

Our Website may use cookies and similar technologies to collect information about your browsing activities. You can manage your cookie preferences through your browser settings.

7. Children's Privacy:

Our Website and Services are not intended for children under the age of 18. We do not knowingly collect personal information from children. If you believe that we have inadvertently collected personal information from a child, please contact us immediately, and we will take steps to delete the information.

8. International Data Transfers:

If you are accessing our Website from outside of India, your personal information may be transferred to and processed in India, where our servers are located. By using our Website and Services, you consent to the transfer of your personal information to India, which may have data protection laws that differ from those in your country.

9. Changes to this Privacy Policy:

Sacred Divine Heal reserves the right to modify this Privacy Policy at any time without prior notice. Any changes will be effective immediately upon posting on the Website. We encourage you to review this Privacy Policy periodically for updates.

10. Contact Us:

If you have any questions or concerns about our Privacy Policy or our data practices, please contact us at: anjanamittra@gmail.com