

Privacy Policy



Effective Date: 01.01.2025

Last Updated: 05.08.26

Privacy Policy

At **[Hota Events Ltd]** ("we", "our", "us"), we are committed to protecting your privacy and handling your personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable data protection laws.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, contact us, make a booking, or use our sauna and wellness services.

1. Who We Are

Business Name: Hota Events Ltd

Address: Sea Palling, Norfolk

Email: hello@thepinksauna.co.uk

Telephone: 07717315199

Website: www.hotahq.co.uk

If you have any questions about this Privacy Policy or how we process your personal data, please contact us using the details above.

2. What Personal Information We Collect

We may collect the following information:

Personal Information

- Full name
- Email address
- Telephone number
- Postal address (where required)

Booking Information

- Appointment details
- Sauna session bookings
- Gift voucher purchases
- Special requests or notes you choose to provide

Payment Information

Payments are processed securely through our third-party payment provider. We do not store your full debit or credit card details.

Website Information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device type
- Operating system
- Website usage statistics
- Cookies and similar technologies

Communications

If you contact us via email, telephone or our website, we may retain records of your correspondence.

3. How We Collect Your Information

We collect your information when you:

- Make a booking
 - Purchase a gift voucher
 - Contact us by phone or email
 - Complete a contact form
 - Subscribe to marketing communications
 - Visit our website
 - Accept cookies
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4. Lawful Basis for Processing

Under UK GDPR, we only process your personal information where we have a lawful basis.

Purpose	Lawful Basis
Managing bookings	Performance of a contract
Processing payments	Performance of a contract
Responding to enquiries	Legitimate interests
Customer support	Legitimate interests
Sending booking confirmations	Performance of a contract
Website improvement	Legitimate interests
Fraud prevention	Legitimate interests
Meeting legal obligations	Legal obligation
Marketing emails	Consent

5. Marketing

If you choose to receive marketing communications, we may send you information about promotions, offers and events.

You may unsubscribe at any time by:

- Clicking the unsubscribe link in any marketing email.
- Contacting us directly.

We will never sell your personal information to third parties for marketing purposes.

6. Cookies

Our website uses cookies to improve your browsing experience.

Cookies may be used for:

- Essential website functionality
- Website performance
- Visitor analytics
- Security

Where required by law, we will request your consent before placing non-essential cookies on your device.

You can manage or disable cookies through your browser settings at any time.

7. Sharing Your Information

We may share your information with trusted third-party providers where necessary, including:

- Secure payment providers (Periode.no)
- Online booking software providers
- Website hosting providers (Wix.com)
- IT support providers
- Professional advisers
- Regulatory authorities where required by law

These providers only process your information on our behalf and are required to keep your information secure.

We do not sell your personal information.

8. International Transfers

Some of our service providers may process information outside the United Kingdom.

Where this occurs, we ensure appropriate safeguards are in place in accordance with UK GDPR, including approved contractual clauses where necessary.

9. Data Retention

We only retain your personal information for as long as necessary to:

- Deliver our services
- Meet legal and regulatory requirements
- Resolve disputes
- Maintain business records

When your information is no longer required, it will be securely deleted or anonymised.

10. Data Security

We take appropriate technical and organisational measures to protect your personal information, including:

- Secure website encryption (SSL)
- Password-protected systems
- Limited staff access
- Secure third-party providers
- Regular software and security updates

While we take reasonable precautions, no method of transmitting information over the internet is completely secure.

11. Your Rights

Under UK GDPR you have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of your information
- Restrict processing
- Object to processing
- Withdraw consent at any time
- Request a copy of your data in a portable format
- Lodge a complaint with the Information Commissioner's Office (ICO)

We aim to respond to all requests within one month.

12. Third-Party Websites

Our website may include links to third-party websites.

We are not responsible for the privacy practices or content of those websites and encourage you to read their privacy policies.

13. Children's Privacy

Our services are primarily intended for adults. However, children aged **7 years and over** may attend **private sauna sessions**, provided they are accompanied by a responsible adult (aged 18 or over) at all times.

Young people aged **16 years and over** may attend **shared sauna sessions** in accordance with our booking terms, safety policies and insurer requirements.

Where we collect personal information relating to a person under the age of 18, this will generally be provided by a parent or legal guardian as part of making or managing a booking. We only collect such information where it is necessary to provide our services.

We take appropriate measures to protect the personal information of children and young people and process it in accordance with UK data protection law.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, legal requirements or the services we offer.

The latest version will always be published on our website together with the updated effective date.

15. Contact Us

If you have any questions about this Privacy Policy or wish to exercise your rights, please contact:

Hota Events Ltd

144c Thorpe road, NR11RH

Email: Hello@thepinksauna.co.uk

Telephone: 07717315199

Website: www.hotahq.co.uk

If you are not satisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Information Commissioner's Office (ICO)

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Website: <https://ico.org.uk>

Telephone: 0303 123 1113