

Privacy Policy

Last Updated: 24th February 2025

Welcome to The Sanctuary Beachside and Spa (“we,” “our,” or “us”). This Privacy Policy explains how Zotius Property Management Ltd. (“Company”) collects, uses, discloses, and protects your personal information when you visit our website <https://www.thesanctuarynz.com/> (the “Site”). By accessing or using the Site, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect and process the following types of personal information:

- **Personal Identification Information:** Your name, email address, phone number, mailing address, and other contact details provided when you fill out forms or register for an account.
 - **Booking and Payment Information:** Details related to your reservations, such as dates, preferences, and payment data processed via secure third-party payment gateways.
 - **Usage Data:** Information automatically collected when you visit the Site, including your IP address, browser type, device information, and browsing behavior (e.g., pages viewed, links clicked).
 - **Cookies and Tracking Technologies:** Data collected through cookies, web beacons, and similar technologies to enhance your browsing experience and analyze Site usage.
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2. How We Use Your Information

We use your personal information for various purposes, including:

- **Providing Services:** To process bookings, manage reservations, and deliver the services you request.
- **Communication:** To respond to your inquiries, send booking confirmations, service updates, and customer support communications.
- **Marketing:** To send you promotional materials, newsletters, and other information about our services (with an option to opt-out).
- **Site Improvement:** To analyze usage trends, monitor Site performance, and improve user experience.

- **Legal Obligations:** To comply with applicable laws and regulations, and to protect our rights and those of our users.
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3. How We Share Your Information

We do not sell or rent your personal information. We may share your information with:

- **Service Providers:** Trusted third-party vendors who perform services on our behalf (e.g., payment processing, website hosting, analytics) and are required to protect your information.
 - **Legal and Regulatory Authorities:** When necessary to comply with legal obligations or in response to lawful requests by public authorities.
 - **Business Transfers:** In the event of a merger, acquisition, or sale of all or part of our assets, your information may be transferred as part of that transaction. We will notify you of any such change in ownership or control.
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4. Data Security

We implement a variety of security measures to ensure the safety of your personal information, including:

- **Encryption:** All sensitive data transmitted through the Site is encrypted using industry-standard protocols (e.g., SSL/TLS).
 - **Secure Storage:** Your information is stored on secure, monitored servers with robust firewalls and intrusion detection systems.
 - **Access Controls:** Only authorized personnel have access to your personal data through strict authentication and role-based permissions.
 - **Ongoing Reviews:** Regular security audits and updates help maintain our defenses against unauthorized access or data breaches.
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5. Cookies and Tracking Technologies

Our Site uses cookies and similar tracking technologies to:

- Enhance your user experience by remembering your preferences.

- Analyze usage patterns and trends to improve our services.
- Provide targeted advertising based on your browsing behavior.

You can manage your cookie preferences through your browser settings; however, disabling cookies may affect the functionality of the Site.

6. Third-Party Links

The Site may contain links to third-party websites. This Privacy Policy does not apply to those websites. We encourage you to review the privacy policies of any third-party sites you visit.

7. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. Once your information is no longer needed, it will be securely deleted or anonymized.

8. Your Rights

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

- Access, update, or delete your personal information.
- Object to or restrict the processing of your personal information.
- Request the portability of your personal data.
- Withdraw consent at any time where processing is based on your consent.

To exercise your rights, please contact us using the details provided below.

9. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page with an updated “Last Updated” date. We encourage you to review the Privacy Policy regularly to stay informed about our practices.

10. Contact Us

If you have any questions or concerns regarding this Privacy Policy or our data practices, please contact us at:

The Sanctuary Beachside and Spa

c/o Zotius Property Management Ltd.

Email: Geraldnullaney@gmail.com

Address: 5 Campbell St Maori Hill Timaru, Canterbury 7910

This Privacy Policy is provided for informational purposes only and does not constitute legal advice. Please consult with a legal professional to ensure that your Privacy Policy meets all applicable legal requirements.