

Lokaal.

Privacy Policy

1. Introduction

This Privacy Policy explains how lokaal ("we", "us", "our") collects, stores, and uses your personal information when you engage with our services.

We value your privacy and do not rent, sell, or share your personal information with third parties, except as described in this policy. By using our services, you agree to the collection and use of your information in accordance with this policy.

If you have any questions or wish to exercise your privacy rights, you can contact us at hello@yourlokaal.com.

2. Information We Collect

We collect personal information that you provide when you interact with lokaal, such as making a purchase, booking a service, or contacting us. This may include:

- Basic details: Full name, email address, phone number
- Billing details: Payment information (processed securely by third-party providers)
- Health-related information (where relevant, with your consent)
- Blochaus-related data: If you participate in lokaal classes held at Blochaus, we may collect limited data from their check-in system, such as class attendance and waiver confirmation
- Technical data: IP address, browser type, and usage details via cookies (see Section 5)

We only collect and retain the minimum necessary information to provide our services.

3. How We Use Your Information

We use your personal data to:

- Process transactions and deliver services
- Communicate with you regarding bookings, purchases, or inquiries
- Send promotional emails (if you have opted in)
- Improve our website and customer experience
- Comply with legal and regulatory obligations

We will never sell your data to third parties.

4. Payment Processing & Third-Party Services

All payment transactions are processed securely through third-party providers (e.g., Stripe, PayPal). We do not store your credit card details. Please refer to their privacy policies for more information on how they handle your data.

If you engage with third-party services, their privacy policies apply to those interactions. This includes:

- Blochaus Data: If you participate in lokaal classes at Blochaus, we may receive limited data from Blochaus (e.g., class check-ins, waiver confirmation). Blochaus operates independently, and its own privacy policy governs how they handle your data.

lokaal is not responsible for how third parties process your personal data beyond what is explicitly shared with us.

5. Cookies & Analytics

We collect certain data automatically when you visit our website through cookies and analytics tools. This may include:

- IP address
- Browser and device type

- Internet service provider (ISP)
- Entry and exit pages
- Date and time of access

Cookies help us improve your experience by remembering your preferences and tracking how our website is used. You can disable cookies in your browser settings, but this may limit some functionalities.

6. Data Retention & Deletion

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

- Provide our services
- Comply with legal and regulatory obligations
- Resolve disputes or enforce agreements

You may request the deletion of your data by contacting us at hello@yourlokaal.com. If we are required to retain data for legal reasons (e.g., tax records), we will securely store it for the necessary period before deletion.

7. Health Information & Consent

If we collect health-related data for certain services, we will:

- Obtain your explicit consent before collecting it
- Store it securely in compliance with privacy laws
- Use it only for the purpose it was collected

We do not share health-related information unless required by law or with your explicit permission.

8. Marketing & Communication Preferences

If you provide your email address, you may receive:

- Essential emails (e.g., booking confirmations, purchase receipts)
- Marketing emails (if you have opted in)

You can unsubscribe from marketing emails at any time by clicking the unsubscribe link in our emails.

9. Business Transitions

If lokaal undergoes a business transition (e.g., merger, acquisition, or sale of assets), your personal data may be transferred to the new entity under the same privacy protections.

10. Security Measures

We take security seriously and protect your data using:

- SSL encryption
- Secure third-party payment processors
- Restricted access to personal information

However, no online system is 100% secure. We encourage you to take precautions to protect your personal information.

11. Age Restrictions

Without parental consent, our services are not intended for individuals under 18. If we discover that we have collected data from a minor without proper consent, we will delete it promptly.

12. International Data Transfers

Your personal data is stored in Australia. If you access our services from outside Australia, you acknowledge that your data may be transferred and processed in Australia, where privacy laws may differ from those in your country.

13. Changes to This Privacy Policy

We may update this policy from time to time. Any changes will be posted on our website, and where appropriate, we will notify you by email.

14. Your Privacy Rights

You have the right to:

- Request access to the personal data we hold about you
- Request corrections to inaccurate or incomplete data
- Request the deletion of your data (where legally applicable)
- Withdraw consent for marketing communications

To exercise your rights, email us at **hello@yourlokaal.com**.

15. Contact Information

Email: hello@yourlokaal.com

If you have any questions or concerns, do not hesitate to reach out.