PRIVACY POLICY

Website	www.sarana-wellness.be
E-mail	info@sarana-wellness.be
Version	October 2026

1. General

Sãrana attaches great importance to protecting your personal data and your privacy. In this privacy policy, we explain clearly and transparently which personal data we process, why we do so, how long we keep it, with whom it may be shared and what rights you have.

Personal data is processed in accordance with the General Data Protection Regulation (GDPR – Regulation (EU) 2016/679) and the applicable Belgian privacy legislation.

This privacy policy should be read together with Sãrana's cookie policy, general terms and conditions and house rules.

2. Data controller

Sãrana is responsible for the processing of personal data in the context of its services and via its website.

Website: www.sarana-wellness.be

E-mail: info@sarana-wellness.be

If you have any questions about privacy or wish to exercise your rights, you can contact us via info@sarana-wellness.be.

3. Which personal data do we process?

Depending on your relationship with Sãrana, the following personal data may be processed, among others:

- surname and first name;
- address details;
- date of birth and/or age;
- e-mail address and telephone number;
- billing details and, where applicable, company and VAT number;
- booking and visit details;
- details of services, treatments, packages, gift vouchers and products purchased;
- payment and transaction details;
- communication with Sãrana and preferences you share with us yourself;
- technical data when using the website, such as IP address, browser information and cookie data;
- camera footage, insofar as CCTV is in place and used in accordance with the law;
- other personal data you provide voluntarily.

Sãrana only processes personal data that is necessary and relevant for the purpose for which it is collected.

4. Health data and treatments

For certain wellness, massage or beauty treatments, it may be necessary to obtain limited information in advance about, for example, allergies, pregnancy, physical complaints, medical contraindications or other sensitivities relevant to the chosen treatment.

Health data is a special category of personal data and is treated with increased confidentiality. Sãrana only processes such information when this is necessary to carry out the requested treatment safely and responsibly and when there is a valid legal basis for doing so. No more medical information is requested than necessary.

5. Why do we process your personal data?

5.1 Bookings and services

To make and manage bookings, register visits, carry out wellness, massage and beauty treatments, handle changes and cancellations, manage packages and gift vouchers, and for customer service and communication about your booking or visit.

Legal basis: performance of a contract or steps taken prior to entering into a contract.

5.2 Payment, invoicing and accounting

For payments, invoicing, accounting and tax or other legal obligations.

Legal basis: performance of the contract and compliance with legal obligations.

5.3 Security and access control

For the safety of guests and staff, access control, the investigation of incidents, the protection of people and property and compliance with the house rules.

Legal basis: legitimate interest and, where applicable, legal obligations.

5.4 Marketing and commercial communication

Where there is a valid legal basis for doing so, Sãrana may inform you about offers, promotions, new treatments, packages, events, gift vouchers and other services and products. You can withdraw your consent at any time. Where applicable, electronic commercial communications include a simple way to unsubscribe.

6. Website and cookies

Cookies and similar technologies may be used when you visit www.sarana-wellness.be. Some cookies are technically necessary for the website to work correctly. For non-essential cookies, consent is requested in advance where required by law.

More information about the cookies used, their purpose, retention period and any third parties involved can be found in Sãrana's separate cookie policy.

7. CCTV

Sãrana may use CCTV to protect people, buildings and property and to prevent and detect incidents.

CCTV is only used in accordance with the applicable Belgian camera legislation and privacy legislation. No cameras are installed in changing rooms, sanitary facilities, showers, saunas or other areas where guests have a heightened expectation of privacy.

Where CCTV is in use, this is clearly indicated with the legally required pictograms. Camera footage is only viewed by authorised persons and is not kept for longer than legally permitted or necessary, except where footage is needed for the investigation of an incident or as evidence.

8. With whom may personal data be shared?

Sãrana does not sell your personal data.

To carry out its activities, Sãrana may use external service providers, including booking and reservation systems, till systems, payment providers, accounting and tax service providers, IT and software suppliers, website hosting, marketing and communication service providers, security services and legal advisers.

These parties only receive the personal data necessary for their assignment. Where required by law, a data processing agreement is concluded. Personal data may also be disclosed to the competent government, police or judicial authorities where Sãrana is legally obliged to do so.

9. Transfers outside the European Economic Area

Where a service provider processes personal data outside the European Economic Area, Sãrana ensures that the applicable GDPR rules are complied with and, where required, that appropriate safeguards are in place.

10. Retention periods

Sãrana does not keep personal data for longer than necessary for the purpose for which it was collected. The specific retention period depends, among other things, on the nature and purpose of the processing, statutory tax and accounting retention periods, contractual obligations and the need to be able to defend rights or claims. When personal data is no longer necessary, it is deleted or anonymised.

11. Security of personal data

Sãrana takes appropriate technical and organisational measures to protect personal data against loss, unauthorised access, misuse, alteration, destruction and unauthorised disclosure. Access is limited to persons and service providers who need the data for their role or assignment.

12. Your rights

Under the GDPR and depending on the circumstances, you have the following rights:

- the right to be informed;
- the right of access;
- the right to rectification of inaccurate or incomplete data;
- the right to erasure;
- the right to restriction of processing;
- the right to object;
- the right to data portability;
- the right to withdraw consent at any time;

- the right, where the legal conditions are met, not to be subject to a decision based solely on automated processing.

Requests can be sent to info@sarana-wellness.be. To prevent misuse, Sãrana may ask you to confirm your identity in an appropriate manner.

13. Complaints

If you believe that Sãrana is not processing your personal data correctly, you can first contact us via info@sarana-wellness.be so that your question or complaint can be investigated. You also have the right to lodge a complaint with the Belgian Data Protection Authority (DPA), Rue de la Presse 35, 1000 Brussels.

14. Minors

Sãrana only processes personal data of minors when this is necessary for its services and in accordance with the applicable legislation. Where the consent of a parent or legal representative is required, this consent will be requested. The minimum age for admission to Sãrana is set out in the house rules.

15. Social media

When you communicate with Sãrana via social media platforms, both Sãrana and the platform operator concerned may process personal data. These platforms have their own privacy terms.

16. Changes

Sãrana may amend this privacy policy when its services, the systems it uses or the applicable legislation change. The most recent version is always available on www.sarana-wellness.be.

Last updated: August 2026.