

Privacy Policy

Last updated: 01.10.2025

1. Introduction

HEALTHY GIFT PORTAL L.L.C (“Company”, “we”, “our”) respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, share, and protect your information when you visit <https://www.healthygift.ae>. Healthy Gift Portal L.L.C acts as the Data Controller in accordance with the UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (PDPL).

2. Information

We Collect We may collect the following categories of information:

- Personal Identification and Contact Data: name, email address, phone number, billing and delivery address.
- Payment Details: payment information is processed directly by our secured payment gateway and is not stored on our servers.
- Order and Service Data: your purchase history, service preferences, and records of your communications with our customer support.
- Technical Data: browser type and version, IP address, device information, time zone and location, operating system and platform, and other technology on the devices you use to access this website.
- Usage Data: information about how you use our website, products, and services, collected via cookies and similar technologies.
- Data Received from Third Parties: We may receive personal data about you from our Partner service providers in connection with your use of the gift certificate (e.g., confirmation of service provision, feedback).

3. How We Use Your Data

We process your personal data for the following purposes:

- To process and deliver your orders.
- To communicate with you regarding your purchase or inquiry.
- To provide customer support.
- To send marketing updates, newsletters, or promotions (only with your explicit consent).
- To improve our website, services, and customer experience.
- To comply with our legal and regulatory obligations.

4. Sharing of Data

We do not sell or rent your personal data to third parties. We may share your information with:

- Our Partner Service Providers (e.g., spas, clinics, wellness centers): We share your name and contact details (phone number, email) with the Partner you have selected to coordinate your booking and enable them to provide the service to you. These Partners are independent Data Controllers for the data they receive from us, and their data processing practices are governed by their own privacy policies.
- Our Data Processors (Service Providers): such as payment processors, delivery partners, and IT support providers – only to the extent necessary to perform services on our behalf and under strict contractual obligations to protect your data.
- Authorities – if required by law, court order, or to protect our rights, property, or safety, or that of others.

5. International Data Transfers

Your data may be stored or processed outside the UAE. In such cases, we ensure that appropriate safeguards are in place to protect your personal data in line with UAE PDPL requirements. These safeguards may include:

- Entering into data processing agreements that include the Standard Contractual Clauses approved by the competent UAE authority.
- Obtaining your explicit consent for the specific transfer.
- Ensuring that the recipient country benefits from an adequacy decision by the UAE authorities.

6. Cookies

Our website uses cookies to improve functionality, analyze traffic, and personalize your user experience. Strictly necessary cookies are essential for the website to function and do not require your consent. For the use of analytical and marketing cookies, we will request your explicit consent via a cookie banner upon your first visit to the website.

You can manage your cookie preferences at any time through your browser settings or via the consent management platform on our website; however, please note that disabling cookies may affect the functionality of certain parts of the website.

7. Your Rights Under UAE PDPL

You have the right to:

- Access your personal data.
- Request correction or deletion of your data.
- Withdraw your consent to processing (where processing is based on consent).
- Object to direct marketing.
- Request restriction of processing.
- Request data portability (where applicable). To exercise these rights, please contact us using the details provided in Section 10.

8. Data Retention

We retain your personal data only as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorized use or disclosure, the purposes for which we process it, and whether we can achieve those purposes through other means. By way of example:

- Purchase and transaction data are retained for 6 years for tax and legal compliance purposes.
- Marketing contact data is retained until you unsubscribe from our communications.
- Data associated with your user account is retained until the account is deleted by you or by us.

9. Security

We apply reasonable technical and organizational measures to protect your data against unauthorized access, alteration, or disclosure. Payment data is processed securely by trusted third-party providers using encryption and secure protocols.

10. Contact Us

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

HEALTHY GIFT PORTAL L.L.C

Email: info@healthygift.ae

We will respond to your inquiry within a reasonable period in accordance with the timelines stipulated by the UAE PDPL.

11. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or the law. Changes will be posted on this page with a revised “Last Updated” date.

Please review this Policy periodically for any updates.