Privacy Policy

Last updated: 27 October 2026

Introduction

At YSPA Amsterdam, we value your privacy. We handle personal data carefully and in accordance with the General Data Protection Regulation (GDPR).

1. What information do we collect?

When you visit our website, book a Japanese Head Spa treatment or order from our Spa & Wellness Shop, we may process your name, email address, telephone number, delivery address, appointment and order details, payment-related information and technical website data such as your IP address. We only collect information needed for the relevant purpose.

2. Why do we use your information?

We use personal data to manage appointments and reminders, process and deliver orders, handle payments and returns, answer enquiries, provide customer service and meet legal accounting obligations. We send marketing messages only where permitted by law, with an option to unsubscribe.

3. Bookings and ClassPass

We use booking software and work with ClassPass. When you book via ClassPass, we receive the details necessary to manage and provide your treatment. ClassPass also has its own privacy policy.

4. Shop, payments and deliveries

Online payments are processed through Mollie in a secure payment environment. For product deliveries, we share the necessary shipping details with the relevant delivery provider.

5. Security and retention

We take appropriate organisational and technical steps to protect personal data. We do not keep it for longer than necessary for the relevant purposes. Records subject to Dutch tax retention requirements are generally kept for seven years. Other retention periods depend on the nature and purpose of the data.

6. Sharing with third parties

We do not sell your personal data. We share data only where necessary with providers of website, booking, payment, shipping and administration services, or where required by law. These may include Wix, Mollie and ClassPass.

7. Cookies

Our website uses essential cookies to operate. For cookies that require permission, such as certain analytics or advertising cookies, we ask for consent in advance. You can adjust or withdraw your consent.

8. Your rights

Under the GDPR, you can request access to or correction or deletion of your data, object to certain processing, withdraw consent and, where applicable, request restriction of processing or data portability. You may also lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

9. Contact

YSPA Amsterdam - Japanese Head Spa & Wellness
Email: yspamsterdam@gmail.com
Address: Zorgzaam 3, Amsterdam, The Netherlands
Chamber of Commerce (KvK): 94607788