

Privacy Policy

1. Introduction

1.1. This Privacy Policy sets forth the terms and conditions on how your name and other personal data relating to you will be held, maintained, recorded, processed, stored, disclosed, transferred, or used.

This Privacy Policy constitutes a legally binding agreement between BONTEK WELLNESS - FZCO ("BONTEK", "We", "Us", "Our") and each registered or unregistered end user ("User", "you" or "your") of the Website (bontekskincare.com).

BONTEK holds your privacy with due care, and we acknowledge that we will abide and comply with the laws, rules, regulations, and customary practices pertaining to data protection and privacy, including but not limited to the UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (PDPL) and, where applicable, the EU General Data Protection Regulation (GDPR).

We reserve the right to amend this Privacy Policy from time to time. Please review this Privacy Policy carefully before accessing and using the Website.

1.2. By accessing or using BONTEK, including visiting www.bontekskincare.com, you agree and confirm that you accept the requirements, policies, and practices provided in this Privacy Policy and you consent to the collection, storage, processing, disclosure, and use of your personal data as described herein.

2. Collection of Personal Information

2.1. Sources of Information

Given to us by you:

- Account and profile data (name, email, date of birth, gender, contact number)
- Transaction information (payment details, billing and delivery address, order history)
- User-generated content (reviews, feedback, communications with our team)

Collected automatically:

- Activity and usage data via cookies, web beacons, and analytics tools (including Google Analytics and Meta Pixel)
- Device, browser, IP address, and operating system information
- Geolocation data (country/region level)

From third parties:

- Demographic and interest-based data from advertising partners
- Information from social networks where you choose to connect your account
- Analytics and marketing service providers

2.2. Accuracy of Information

The personal information you provide to us should be accurate and up to date. We reserve the right to request additional documentation to verify the authenticity of information provided. We will not be held liable for any false or misleading information submitted to us.

2.3. Voluntary Provision

We can only collect your personal information if you voluntarily provide it. If you choose not to provide certain information, we may not be able to provide you with full access to our services.

3. Purpose of Collecting Your Personal Information

We may use, collect, disclose, and/or process your personal data for the following purposes:

- To enable smooth, improved, and faster operation of www.bontekskincare.com
- To process orders, payments, and related transactions
- To manage shipping and delivery of your orders worldwide
- To send order confirmations, shipping updates, and customer service communications
- To send newsletters, marketing, and promotional materials (where you have opted in)
- To customise your experience and display relevant content and product recommendations
- To perform analytics, marketing research, and improve our services
- To detect, prevent, or investigate fraud, security breaches, and unauthorised activity
- To comply with applicable laws, regulations, and legal obligations
- To maintain appropriate records for internal administrative purposes

3.1. We do not sell our users' personal information.

3.2. Your personal information may be shared with authorised service providers and affiliates solely for the purposes outlined above. We endeavour to ensure all third parties maintain appropriate security standards.

4. GDPR Rights (EEA Residents)

If you are a resident of the European Economic Area, you have the following rights regarding your personal data:

- Access: the right to request access to the personal data we hold about you
- Rectification: the right to request correction of inaccurate or incomplete data
- Erasure: the right to request deletion of your personal data
- Restriction: the right to request that we limit processing of your data
- Objection: the right to object to processing, including for direct marketing
- Data portability: the right to receive your data in a portable electronic format
- Exclusion from automated decision-making: the right not to be subject to solely automated decisions with significant legal effect

To exercise any of these rights, please contact us at info@bontekskincare.com.

5. UAE Data Protection

As a company registered in Dubai, United Arab Emirates, we comply with the UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (PDPL). Users in the UAE have the right to access, correct, and request deletion of their personal data by contacting us directly.

6. Data Security

We implement appropriate technical and organisational security measures to protect your personal information. Your data is encrypted in our databases and accessible only by authorised personnel and service providers.

Please note that no data transmission over the Internet can be guaranteed as 100% secure. You are responsible for keeping your account credentials confidential.

7. Third-Party Links

Our website may contain links to third-party sites. We are not responsible for the privacy practices or content of those sites. We encourage you to review their privacy policies independently.

8. Changes to This Policy

We reserve the right to amend this Privacy Policy at any time. Changes will be posted on www.bontekskincare.com. Your continued use of the website after any changes constitutes your acceptance of the updated Policy.

9. Right to Disclose Information

We may disclose your personal data where required by law, court order, or governmental authority. We may also share anonymised or aggregated data without restriction, and share data with affiliates, service providers, and partners as described in this Policy — all of whom are bound by confidentiality obligations.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or your personal data, please contact us at:

BONTEK WELLNESS - FZCO

Dubai, United Arab Emirates

Email: info@bontekskincare.com

Website: www.bontekskincare.com