

Body Masters - Body Motions Privacy Policy

Body Masters - Body Motions App is a mobile application that provides users with access to the Gym Subscriptions, Exercises Plans, QR to access the Gym, Reserve Personal Trainers Sessions, and other related content. This Privacy Policy explains how we collect, use, and disclose information from users of the App

Information We Collect

We may collect the following types of information from users of our app:

Personal Information: When you create an account or contact us for support, we may collect personal information such as your name, email(not mandatory), phone.

Device Information: We automatically collect device information, such as your device type and operating system, when you use our app.

Usage Information: We automatically collect usage information, including the features and content you access within our app, to improve our services and user experience.

How We Use Your Information

We may use your information for the following purposes:

1. **App Improvement:** We use the information to provide and enhance our app, personalize your experience, and troubleshoot technical issues.
2. **Communication:** We may send you updates, notifications, and respond to your inquiries and support requests.
3. **Analytics and Research:** We analyze user interactions with our app to measure the effectiveness of our features and content, as well as to conduct research and analytics.

How We Share Your Information

We don't share your data with external parties.

Payment Information

1. Payment Processing:

When you make purchases through our app, we don't save your payment information, and the credit card numbers, billing addresses, and other relevant financial information is securely processed through third-party payment gateways.

2. Third-Party Payment Gateways:

We may use third-party payment gateways to facilitate and process payments. Please note that these third-party services have their own privacy policies, and we recommend reviewing their policies to understand how your payment information will be handled by them.

Refund Policy

1. Refund Eligibility:

We strive to provide a satisfactory experience with our app, including any purchases made through it. If you encounter any issues with your purchase, please review the following conditions to determine your eligibility for a refund:

Technical Issues: If you experience technical issues or errors that prevent you from accessing the purchased content or services, you may be eligible for a refund.

Unauthorized Transactions: If you believe an unauthorized transaction has occurred, please contact us at info@bodymasters.com.sa immediately for assistance.

2. Requesting a Refund:

To request a refund, please contact our support team at info@bodymasters.com.sa within 1 of the purchase date. In your request, provide relevant details such as the order number, purchase date, and a brief description of the issue.

3. Refund Process:

Once your refund request is received, we will review it and, if eligible, initiate the refund process. Refunds will be issued through the original payment method used for the purchase.

4. Non-Refundable Items:

Please note that certain items or services may be non-refundable. These may include requesting fund after you have used your subscription for more than one time.

Data Retention and Deletion Policy

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, Once the personal information is no longer needed, we will securely delete.

Please note that we may retain certain information for legitimate business purposes or as required by law. For example, we may retain your information to comply with our legal obligations, resolve disputes, enforce our agreements, or protect our rights.

If you would like us to delete your personal information from our records, please contact us at info@bodymasters.com.sa, and we will make reasonable efforts to respond to your request in accordance with applicable laws and regulations.

We don't retain your payment information.

Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at info@bodymasters.com.sa.

Changes to this Privacy Policy

We may update our Privacy Policy from time to time. Thus, we advise you to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately after they are posted on this page.