

Privacy Policy

Klauvene Sauna wants you, as a user, to feel confident that we safeguard your privacy and process all personal information in accordance with the law.

This privacy policy describes how Klauvene Sauna AS meets the requirements for the processing of personal data in accordance with the Personal Data Act and applicable regulations. Please note that you have the right to request access to and the transfer of your personal information, as well as to request correction or deletion of information.

Personal Information

To use the online booking service, you must provide your name, address, phone number, and email. To register an order, information about the rental time and the type of equipment reserved/ordered must also be stored. The service has an age limit of 18 years, so you must also provide your year of birth. Your order history is stored when using the service. These personal details are used to deliver the service to you. Your personal information is kept as long as you are registered as a user with us. The registered personal information is accessible and can be modified on your profile page inside the online booking service after logging in. You can also contact us to request the removal of your personal information or to be deregistered from our systems. In such cases, you will need to register again to use the service.

Personal Information to Third Parties

Klauvene Sauna will not sell, exchange, or disclose your personal information. The online booking is managed in a system provided by Sharefox AS.

Payment Information

When you place an order, your card information is stored by the payment provider Nets to handle your order. Nets stores the information securely and is PCI certified. This allows us to manage order changes, reservation cancellations (such as deposits), crediting, additional costs incurred by the user (for late returns, damage, or similar), as well as reduce misuse and loss. Transaction information related to your order is stored, but not the card details. Transaction information will be stored as long as you are registered as a user of the service, as per the section on personal information.

Use of Collected Information

The collected personal information for these purposes includes both information you provide (such as name, email address, etc.) and information collected through the use of the service, such as the equipment you rent and information about location and technical details of your device and internet connection. The personal information may be supplemented with available information from third-party providers.

Cookies

When you visit our service, we use various technologies to recognize you as a user and collect data. For example, we use cookies to remember rental dates and equipment. Cookies simplify the use of the service and provide relevant information when you visit our website. They are also used to cache data such as available rental dates, prices, and more.

Through server logs and other tools, we may record information about your device and connection to our service, including operating system, browser version, IP address, cookies, and unique identification files. This information is used in anonymous and aggregated statistics but may also be linked to your user account. The information allows us to customize the display of our service to the device you are using.