



The Siren's Shine

Privacy Policy

Effective Date: 01/12/26

Company Name: Lovegood Amenities LLC

Business Name (DBA): The Siren's Shine

Location: San Antonio, Texas

1. Introduction

Your privacy is important to us. This Privacy Policy explains how **The Siren's Shine**, operated by **Lovegood Amenities LLC** ("we," "us," or "our"), collects, uses, stores, and protects personal information obtained through our website, booking forms, email, phone, or direct communication.

By submitting information, requesting services, or booking with us, you consent to the practices described in this policy.

2. Information We Collect

We may collect the following types of personal information:

- Full name
- Email address
- Phone number
- Service address (for appointment and operational purposes)
- Requested service details and scheduling preferences
- Subscription preferences and billing cadence
- Any additional information voluntarily provided through forms, email, or direct communication

3. Payment Information

We use **Square** as our primary payment processor for one-time payments and recurring subscription services.

- Payment card information is **securely collected and stored by Square**, not by The Siren's Shine or Lovegood Amenities LLC.
- We **do not have access to full credit or debit card numbers**.
- Square may store payment credentials in a tokenized and encrypted format to enable recurring billing, subscription renewals, or authorized roll-over charges.
- We receive limited payment-related information (such as transaction confirmation, last four digits of the card, and subscription status) strictly for billing, customer service, and account management purposes.

Square's handling of payment data is governed by its own privacy and security policies and is compliant with applicable payment card industry (PCI) standards.

4. How We Use Your Information

Your information may be used to:

- Process payments and manage subscriptions
- Schedule, manage, and deliver services
- Communicate regarding bookings, billing, contracts, or policy updates
- Maintain internal records for operational, legal, and safety purposes
- Improve service quality and client experience

We **do not sell, rent, or trade** your personal information to third parties.

5. Data Storage & Security

We implement reasonable administrative, technical, and physical safeguards to protect your personal information, including:

- Secure, cloud-based storage systems
- Password-protected devices and accounts
- Restricted access to authorized personnel only

While we take reasonable measures to protect personal data, no method of electronic transmission or storage is completely secure, and we cannot guarantee absolute security.

6. Data Retention & Deletion

Personal information is retained only as long as necessary to fulfill business purposes, comply with legal obligations, and support ongoing subscriptions or contractual relationships.

You may request deletion of your personal information by contacting towandalovegood@gmail.com, subject to legal or financial recordkeeping requirements.

7. Cookies & Analytics

At this time, our website does not intentionally use cookies or behavioral tracking technologies. If this changes, this policy will be updated accordingly.

8. Third-Party Platforms & Services

We rely on trusted third-party platforms, including **Square**, for payment processing and subscription management. We are not responsible for the privacy practices or security measures of third-party providers. Clients are encouraged to review Square's Privacy Policy and Terms directly.

9. Client Confidentiality

All personal information, service details, and communications are treated as confidential and will not be disclosed except where required by law, court order, or legal process.

Information may also be disclosed as necessary to comply with applicable laws, regulations, subpoenas, lawful requests, or to protect the rights, property, or safety of the Company, its clients, or others.

10. Your Privacy Rights

Subject to applicable law, you may request:

- Access to your personal information
- Correction of inaccurate data
- Deletion of personal information (subject to legal obligations)
- Withdrawal of consent for future communications

Requests will be addressed within a reasonable timeframe.

11. Changes to This Policy

We reserve the right to update this Privacy Policy at any time. Updates will be posted with a revised effective date. Continued use of our services constitutes acceptance of the updated policy.

This Privacy Policy is governed by and interpreted in accordance with the laws of the **State of Texas**.

12. Contact Information

For questions, concerns, or data requests, contact:

 towandalovegood@gmail.com