Privacy Policy

Last updated: 25 August 2026

This Privacy Policy explains how MiNiCUTS Kids Salon, operated by MiNiCUTS FZCO (Dubai Silicon Oasis Free Zone, Dubai, UAE) ("MiNiCUTS", "we", "us", or "our"), collects, uses, stores and shares personal information when you visit our salon, use our website at minicuts.ae, or communicate with us.

MiniCuts is a children's hair salon. Our services are provided to children through their parents or guardians, and we deal with parents and guardians directly. Where this policy refers to "you", it means you as a parent, guardian, customer or website visitor.

If you have any questions about this policy, or want to exercise any of the rights described in it, our contact details are at the end.

What We Collect

Information you give us

Your details as a parent or guardian Your name, phone number, and email address where you provide it.

Your child's details Their first name, date of birth, and gender. You provide these so we can recognise your child on return visits, tailor the service to them, and send you a birthday offer at the right time of year.

Visit history The date of each visit, the service received, the amount paid, the stylist who served your child, and progress towards loyalty rewards.

Messages you send us Anything you choose to tell us by WhatsApp, phone, email, or in person — including questions, feedback, and appointment requests.

Information we collect automatically

Website usage When you visit minicuts.ae we may collect information about how you use the site, including your device, browser, and IP address, using cookies and similar technologies. See the Cookies section below.

Message delivery information When we send you a WhatsApp message, we record that it was sent, which message it was, and whether WhatsApp reports it as delivered or read.

We do not collect payment card details. Payments taken in the salon are handled by our payment provider, and we only see confirmation that a payment was made.

How We Use It

To provide our service. To book and manage appointments, recognise your child when you return, keep a record of the services they've had, and answer your questions.

To run our loyalty programme and games. To track visits towards loyalty rewards such as a free hair wash, and to run the games and activities we offer in the salon.

To send you reminders and offers. To let you know when your child may be due for a haircut, to send a birthday offer, to tell you about loyalty rewards, and occasionally to share offers we think you'll find useful. These are sent to your phone number, usually by WhatsApp.

To improve the salon. To understand which services are popular, how busy we are at different times, and how well we're retaining customers, so we can staff and plan accordingly.

To meet our legal obligations. Including keeping financial records for the period required by law.

Children's Data

MiniCuts is a children's hair salon, so our services are provided to children through their parents or guardians.

We collect a child's details only with the consent of their parent or guardian, given by ticking the consent box when you first register at the salon. By doing so you confirm that you are the child's parent or guardian.

With that consent, we collect the following about a child: their first name, their date of birth, and a record of their visits, the services they received, and the stylist who served them. We use this to recognise them on return visits, to tailor the service to them, to run our loyalty programme and in-salon games, and to send occasional reminders and birthday offers.

All communication is sent to the parent or guardian's phone number. **We do not contact children directly, and we do not collect phone numbers, email addresses, or any other contact details for children.**

We do not sell children's personal information, and we do not share it with advertisers or marketing partners.

A parent or guardian may at any time request access to, correction of, or deletion of their child's information, or ask us to stop sending messages. You can do this **at the salon counter**, or by contacting us using the details at the end of this policy.

WhatsApp Messages

We use WhatsApp to communicate with parents and guardians. This includes appointment-related messages, reminders when a child is due for a haircut, birthday offers, loyalty updates, and replies to questions you send us.

When we message you, we record that the message was sent, which message it was, and whether WhatsApp reports it as delivered or read. When you message us, we store your message so we can respond and keep a record of the conversation.

These messages are delivered through WhatsApp, which is operated by Meta. Your use of WhatsApp is also governed by Meta's own privacy policy.

You can stop receiving marketing messages at any time by replying to any message asking us to stop, or by contacting us using the details at the end of this policy. We may still send you messages directly related to an appointment you have booked.

Automated Analysis

We use automated systems to help decide when to contact you. These look at information such as how long it has been since your child's last visit, how often they visit, and their upcoming birthday, and use it to estimate whether a reminder or offer would be useful to you.

These systems only decide **whether and when to send you a message**. They are not used to make decisions that affect the price you pay, the service you receive, or whether we will serve you.

You can ask us to stop sending automated messages at any time using the contact details at the end of this policy.

Cookies

Like many websites, we use cookies on minicuts.ae. We use them to make the site work, to remember your preferences, and to understand how visitors use the site so we can improve it.

Most browsers accept cookies by default, but you can set your browser to remove or reject them. Blocking cookies may cause parts of the site to work incorrectly.

Who We Share It With

We do not sell your personal information, and we do not share it with advertisers or marketing partners.

We share information only where it is needed to run the salon:

Service providers who work on our behalf — including our website host, our booking and salon management systems, our messaging providers, our cloud hosting provider, and our payment processor. They may only use the information to provide their service to us.

Where the law requires it — for example to comply with a legal obligation, respond to a lawful request from an authority, or to establish or defend legal claims.

If the business is sold or transferred — your information may transfer as part of that business, and would remain subject to this policy or an equivalent one.

Where Your Information Is Stored

Our systems are hosted with cloud providers whose servers may be located outside the United Arab Emirates. Where information is transferred outside the UAE, we take reasonable steps to ensure it is protected to a comparable standard.

How Long We Keep It

We keep visit records and contact details for as long as you remain a customer, and for a reasonable period afterwards so we can recognise you if you return.

We keep financial and transaction records for longer where we are required to for legal, tax or accounting reasons.

You can ask us to delete your information, or your child's, at any time using the contact details below.

Keeping It Secure

We take reasonable steps to protect the information we hold. Access to our systems is restricted to people who need it to do their job, and sensitive credentials are stored encrypted.

No system is completely secure, and we cannot guarantee absolute security. Please avoid sending us confidential information through insecure channels.

Your Rights

You have the following rights in relation to your own information, and to your child's information as their parent or guardian:

Access — ask what information we hold about you or your child, and get a copy of it.

Correction — ask us to correct anything that's wrong or out of date.

Deletion — ask us to delete your information or your child's. You can do this at the salon counter at any time.

Opt out of marketing — ask us to stop sending reminders and offers, at any time. This will not affect messages about an appointment you have booked.

Withdraw consent — where we rely on your consent, you can withdraw it at any time.

Complain — if you're unhappy with how we've handled your information, tell us and we'll try to put it right. You may also raise a complaint with the relevant data protection authority.

To exercise any of these, ask at the salon counter or contact us using the details below. We may need to verify who you are before acting on a request, and we'll respond within the time required by applicable law. We will never treat you differently for exercising these rights.

Changes to This Policy

We may update this policy from time to time to reflect changes in how we work or what the law requires. When we do, we'll post the updated version on this page and change the "Last updated" date at the top.

Contact Us

If you have questions about this policy, or want to exercise any of your rights:

MiNiCUTS FZCO Loggia Plaza, Shop 10, Dubai Silicon Oasis Free Zone, Dubai, United Arab Emirates

Email: minicutsfze@gmail.com
Phone: +971 4 340 8082
WhatsApp: +971 55 429 9400