

PRIVACY POLICY

LunaVire Spa & Aesthetics

Effective Date: 4/6/2026

At LunaVire Spa & Aesthetics (“LunaVire”, “we”, “our”, or “us”), we are committed to protecting your privacy and safeguarding your personal information in accordance with the **Protection of Personal Information Act, 2013 (POPIA)** and other applicable South African laws.

This Privacy Policy explains how we collect, use, store, disclose, and protect your personal information when you visit our website, use the LunaVire App, contact us, or receive services from us.

1. WHO WE ARE

LunaVire Spa & Aesthetics provides aesthetic, wellness, skincare, and related professional services.

2. INFORMATION WE COLLECT

We may collect the following information:

Personal Information

- Full name
- Date of birth
- Gender
- Contact details
- Email address

- Physical address

Medical Information

Where required for consultations and treatment:

- Medical history
- Medication history
- Allergies
- Treatment records
- Clinical photographs
- Health-related information relevant to treatment

Payment Information

- Billing details
- Transaction records

We do not store complete credit card details on our systems.

Technical Information

When using our website or app:

- IP address
- Device information
- Browser information
- Usage data
- Login information

3. HOW WE COLLECT INFORMATION

We collect information when you:

- Book appointments
- Complete consultation forms

- Use the LunaVire App
- Subscribe to newsletters
- Contact us via phone, email, social media, or website
- Receive treatment from us

4. PURPOSE OF COLLECTION

We use your information to:

- Provide treatments and services
- Schedule and manage appointments
- Maintain medical records
- Communicate with you regarding appointments and treatments
- Process payments
- Improve our services
- Comply with legal and regulatory obligations
- Send promotional communications (with your consent)

5. CLINICAL PHOTOGRAPHS

Clinical photographs may be taken before and after treatments for:

- Medical records
- Treatment planning
- Monitoring treatment outcomes

Photographs will never be used for marketing purposes without your separate written consent.

6. MARKETING COMMUNICATIONS

With your consent, we may send:

- Appointment reminders
- Special offers
- Promotions
- Educational content
- News and updates

You may unsubscribe from marketing communications at any time.

7. DISCLOSURE OF INFORMATION

We may share information with:

- Medical professionals involved in your care
- Payment service providers
- IT service providers
- Regulatory authorities where required by law

We do not sell personal information to third parties.

8. DATA SECURITY

We implement reasonable technical and organisational safeguards to protect your information against:

- Loss
- Theft

- Unauthorised access
- Disclosure
- Misuse
- Alteration

Access to personal information is limited to authorised personnel only.

9. DATA RETENTION

We retain personal and medical records for the period required by applicable laws, professional regulations, and clinical best practice.

Records may be retained for longer where required by law or where necessary to protect legal rights.

10. YOUR RIGHTS

You have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion where legally permissible
- Withdraw consent for marketing communications
- Object to certain processing activities
- Lodge a complaint with the Information Regulator of South Africa

11. COOKIES

Our website and app may use cookies and similar technologies to:

- Improve user experience
- Analyse website performance
- Remember preferences

You may disable cookies through your browser settings, although certain features may not function properly.

12. THIRD-PARTY SERVICES

Our website or app may contain links to third-party websites or services.

LunaVire is not responsible for the privacy practices of third-party websites.

Users should review the privacy policies of those services separately.

13. CHILDREN'S PRIVACY

Our services are intended for individuals aged 18 years and older unless accompanied by a parent or legal guardian where appropriate.

We do not knowingly collect information from children without appropriate consent.

14. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time.

Updated versions will be posted on our website and app and will become effective upon publication.

15. CONTACT INFORMATION

For privacy-related enquiries or requests, please contact:

LunaVire Spa & Aesthetics

Telephone: 0732175544

Address: 27 Fletching Avenue Essexwold

LunaVire Spa & Aesthetics

Radiance, Refined.

Committed to protecting your privacy while delivering exceptional aesthetic and wellness care.