PLATINUM GLOW (PTY) LTD

POPIA PRIVACY NOTICE & POLICY

1. Introduction and Scope

Platinum Glow Salon (Pty) Ltd (”we”, “us”, “our” or “Platinum Glow”) is committed to protecting your privacy and ensuring that your personal information is processed lawfully, securely, and responsibly in accordance with the Protection of Personal Information Act 4 of 2013 (”POPIA”).

This Privacy Notice applies to all personal information we collect from Data Subjects (you) through our website, in-salon services, bookings, purchases, enquiries, marketing communications, or any other interaction (online or in-person).

By providing us with your personal information, visiting our premises, using our website, or otherwise engaging with our services, you acknowledge that you have read, understood, and agree to this Privacy Notice.

2. Important Definitions (in terms of POPIA)

2.1 Personal Information — Any information relating to an identifiable, living, natural person (including information that can identify you when combined with other data), such as your name, ID number, contact details, email, physical/delivery address, payment details, order history, preferences, images, health information related to treatments (e.g. allergies, skin conditions), and more.

2.2 Special Personal Information — Includes health information (relevant for certain beauty treatments), biometric data (if used), or other categories listed in section 26 of POPIA.

2.3 Processing — Any operation performed on personal information, including collection, storage, use, sharing, updating, or destruction.

2.4 Responsible Party — Platinum Glow Salon (Pty) Ltd, who decides why and how your personal information is processed.

2.5 Operator — Third parties (e.g. payment gateways, couriers, email platforms, booking systems) that process personal information on our behalf.

3. Personal Information We Collect and Sources

We collect personal information:

- Directly from you (e.g. during booking, consultation, purchase, or enquiry);
- Automatically (e.g. IP address, browser data, cookies — subject to consent where required);
- From third parties (e.g. payment processors or referrers, only where lawful).

We only collect what is adequate, relevant, and not excessive for the purposes below.

4. Purposes and Lawful Bases for Processing

We process your personal information only for legitimate purposes and on at least one lawful basis under section 11 of POPIA. The main purposes include:

- To provide and manage salon services (e.g. bookings, treatments, consultations) — lawful basis: necessary to perform a contract with you or take steps at your request before entering a contract.
- To process payments and manage transactions — lawful basis: contract performance.
- To communicate transactionally (e.g. confirm bookings, send receipts, reminders) — lawful basis: contract performance.

- To send marketing communications (promotions, newsletters, product updates) — lawful basis: your consent (which you may withdraw at any time) or our legitimate interest (where soft opt-in applies under electronic communications rules).
- To respond to queries, complaints, or requests — lawful basis: legitimate interest or legal obligation.
- To comply with legal, tax, accounting, and regulatory obligations (including POPIA, CPA, and tax laws) — lawful basis: legal obligation.
- To improve our services, website, and customer experience (including analytics) — lawful basis: legitimate interest (balanced against your rights).
- For health & safety (e.g. recording allergies or contraindications for treatments) — lawful basis: necessary to protect your vital interests or consent (where special personal information is involved).

We do not process special personal information without your explicit consent or another lawful exception under section 27 of POPIA.

5. Sharing Your Personal Information

We may share your personal information with trusted Operators (third parties) who assist us, such as:

- Payment processors and gateways;
- Couriers and logistics providers;
- Email marketing;
- IT/hosting and analytics providers;
- Professional advisors (e.g. accountants, lawyers).

All Operators are bound by written agreements requiring them to implement appropriate security measures and process data only for our specified purposes.

We do not sell your personal information.

6. Cross-Border Transfers

Your personal information may be transferred to, stored, or processed outside South Africa (e.g. by cloud providers or international Operators). We ensure adequate protection through:

- Binding agreements incorporating POPIA-equivalent safeguards;
- Relying on section 72 of POPIA (e.g. consent, contract necessity, or approved codes/binding corporate rules).

7. Security of Your Personal Information

We implement appropriate, reasonable technical and organisational measures (in line with section 19 of POPIA) to protect the confidentiality, integrity, and availability of your personal information, including:

- SSL/TLS encryption on our website;
- Secure servers and firewalls;
- Access controls and staff training;
- Regular security assessments.

In the event of a security compromise, we will notify you and the Information Regulator as required by section 22 of POPIA.

8. Your Rights as a Data Subject

Under POPIA, you have the right to:

- Be informed about the processing of your personal information;
- Access the personal information we hold about you (subject to proof of identity and possible fees);
- Request correction, deletion, or destruction of inaccurate/incomplete/unlawful data;
- Object to processing (on reasonable grounds);
- Restrict processing in certain circumstances;

- Withdraw consent at any time (where processing is based on consent — this will not affect prior lawful processing);
- Not be subject to automated decision-making that produces legal effects (where applicable);
- Lodge a complaint with the Information Regulator (South Africa).

To exercise these rights, contact our Information Officer (details below).

9. Retention of Personal Information

We retain personal information only for as long as necessary to fulfil the purposes outlined above, comply with legal obligations, or resolve disputes — typically 5–7 years after your last interaction (accounting/tax requirements), after which it is securely deleted or anonymised.

10. Updates to This Policy

We may update this Privacy Notice from time to time. The latest version will always be available on our website. Significant changes will be notified via email or prominent website notice where appropriate.

11. Contact Details

Information Officer: XXXX

Email: XXXX

Physical Address: XXX

Telephone: XXX

For complaints or further information about POPIA, contact the Information Regulator (South Africa):

- Website: https://inforegulator.org.za/

- Email:
    - enquiries@inforegulator.org.za
    - POPIAComplaints@inforegulator.org.za – should you feel that your personal information has been violated, you may use this e-mail address to lodge a complaint