



Protection of Personal Information Act (POPIA) Compliance Document

Bohemian Wellness & Spa

Effective Date:

23/09/2024

Bohemian Wellness & Spa is committed to ensuring the privacy and protection of your personal information. This document outlines how we collect, use, store, and protect your personal information in accordance with the Protection of Personal Information Act, 4 of 2013 (POPIA). By engaging with us, you consent to the collection and processing of your personal information as set out below.

1. Definitions

- Personal Information: Any information relating to an identifiable, living individual, including but not limited to names, contact details, demographic information, medical history, and preferences.
- Processing: Any operation concerning personal information, including collection, storage, usage, dissemination, or destruction.
- Data Subject: Any individual whose personal information is being collected, processed, or stored by Bohemian Wellness & Spa.
- Responsible Party: Bohemian Wellness & Spa, as the entity responsible for determining how personal information is processed.

2. Types of Personal Information Collected

We may collect the following types of personal information:

- Name and surname
- Contact information (e.g., email, phone number)
- Date of birth
- Medical or health-related information (e.g., allergies, treatment history)
- Payment details (e.g., credit/debit card details)



- Communication preferences

3. Purpose of Collecting Personal Information

Bohemian Wellness & Spa collects and processes personal information for the following purposes:

- To manage bookings and appointments
- To provide personalized wellness treatments and services
- To ensure the safety and health of our clients during treatments
- For billing, invoicing, and payment purposes
- To communicate with you regarding promotions, updates, and wellness services (with your consent)
- To improve the quality of our services based on feedback and preferences
- For legal and regulatory purposes

4. How We Collect Personal Information

Personal information is collected directly from you in the following ways:

- During the booking or appointment process (in person, by phone, or online)
- Through intake forms or questionnaires before treatments
- When subscribing to our newsletter or marketing communications
- Through our website (via cookies or contact forms)

5. Lawful Basis for Processing

In line with POPIA, we will only process your personal information where we have a lawful basis to do so. These lawful bases include:

- Consent : When you have explicitly agreed to the processing of your personal information.
- Contractual necessity : When processing is necessary to fulfill the services you have requested.



- Legal obligation : When we are required to process personal information to comply with applicable laws.
- Legitimate interest : When processing is in our legitimate business interests and does not override your rights.

6. Sharing of Personal Information

Bohemian Wellness & Spa will not share your personal information with third parties except in the following situations:

- When required by law or court order
- To third-party service providers involved in payment processing, IT services, or marketing (with strict confidentiality agreements in place)
- With your consent

We do not sell or rent your personal information to any third parties.

7. Security of Personal Information

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, loss, theft, or damage. This includes:

- Secure storage of personal information (both electronic and physical)
- Encryption of sensitive data
- Regular reviews of our data protection practices

Despite our best efforts, no security system is completely impenetrable. In the event of a data breach, we will notify the relevant authorities and affected individuals as required by law.

8. Your Rights as a Data Subject

In accordance with POPIA, you have the following rights:

- Access to information : You may request access to the personal information we hold about you.



- Correction of information : You have the right to request that we correct or update any inaccurate or incomplete information.
- Deletion of information : You may request the deletion of your personal information where there is no legal obligation to retain it.
- Objection to processing : You have the right to object to the processing of your personal information for certain purposes, such as direct marketing.
- Withdrawal of consent : If processing is based on your consent, you may withdraw your consent at any time.

To exercise any of these rights, please contact us at info@bohemianwellness.co.za.

9. Retention of Personal Information

We will only retain your personal information for as long as necessary to fulfill the purposes for which it was collected, or as required by law. Once personal information is no longer needed, we will securely delete or anonymize it.

10. Direct Marketing

Bohemian Wellness & Spa may send you promotional materials, special offers, and updates about our services. We will only do so if you have provided consent to receive marketing communications. You may opt out of receiving these communications at any time by following the "unsubscribe" instructions in the email or by contacting us directly.

11. Use of Cookies

Our website uses cookies to improve your browsing experience and analyze website traffic. Cookies collect information such as your IP address, browser type, and pages visited. You can adjust your browser settings to block cookies, but this may affect the functionality of our website.



12. Third-Party Links

Our website may contain links to external websites. Bohemian Wellness & Spa is not responsible for the privacy practices or content of third-party websites. We encourage you to review the privacy policies of these websites before providing any personal information.

13. Updates to This Policy

We may update this POPIA Compliance Document from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on our website, and we encourage you to review this document periodically.

14. Contact Us

If you have any questions or concerns regarding this POPIA Compliance Document or how we handle your personal information, please contact us at:

Bohemian Wellness & Spa

385 Eridanus St, Waterkloof Ridge, Pretoria

Phone: (+27) 066 356 5800

Email: info@bohemianwellness.co.za

By engaging with Bohemian Wellness & Spa and providing your personal information, you acknowledge that you have read and understood this POPIA Compliance Document and consent to the processing of your personal information as outlined herein.