

## **Privacy Policy Topiary Lux Studio**

- **Effective Date: January 14, 2026**

**Overview:** This Privacy Policy explains how Topiary Lux Studio collects, uses, and protects your personal information when you inquire, book, or stay at our guesthouse. By submitting your information or using our services, you consent to this policy.

### **Information We Collect**

- **When you make a booking, enquiry, or contact us through our website or other channels, we may collect the following personal information:**
- **Full Name**
- **Email Address**
- **Phone Number**
- **Physical Address (if required for invoicing or booking purposes)**

This information is gathered solely for managing guest bookings, communication, and enhancing your guest experience.

### **How We Use Your Information**

We use your personal data only for the following purposes:

- **To respond to booking enquiries or confirmations**
- **To manage your stay and communicate any important information related to your booking**
- **To provide tailored guest services during your visit**
- **To comply with legal and tax requirements**
- **To protect the safety and security of our staff, guests, and property**

We do not sell, rent, or share your personal data with third parties for marketing purposes.

### **Data Protection & POPIA Compliance**

Topiary Lux Studio fully complies with the Protection of Personal Information Act (POPIA) of South Africa.

We ensure your personal data is:

- **Collected for a specific, legitimate purpose**
- **Stored securely and only accessible to authorized personnel**
- **Not shared unnecessarily or without your consent**
- **Deleted or anonymized when no longer needed for its original purpose**

You may contact us to request access to, correction of, or deletion of your data

## **Data Security**

**We take reasonable steps to protect your personal information from unauthorized access, misuse, or loss.**

**Your data is stored securely on our booking systems or email platforms with limited access.**

## **Policy Updates**

**We may update this Privacy Policy occasionally to reflect changes in our services or legal obligations. Any updates will be posted on our website with the revised date.**

## **Your Rights (Customers / Guest bookings)**

**As a data subject under POPIA, you have the right to:**

- **Access the personal data we hold about you**
- **Request corrections to any incorrect or outdated data**
- **Object to the processing of your data**
- **Lodge a complaint with the Information Regulator of South Africa if you believe your data has been mishandled**

**For any privacy-related queries or requests, please contact us at:**

✉ **tluxstudio@icloud.com**

☎ **+27 66 230 7878**

🌐 **<https://topiaryluxstudio.com/>**