

Privacy Policy

Last updated: September 2026

Llumin Wellness Counselling respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how information may be collected, used and protected when you visit or use this website.

1. Information We Collect

We may collect personal information that you voluntarily provide when you contact us through the website. This may include your name, email address, telephone number and any information you choose to include in your message.

The website may also automatically collect limited technical information, such as your IP address, browser type and general website usage information, for security and website performance purposes.

2. How We Use Your Information

Personal information provided through the website may be used to:

- Respond to your enquiries or requests.
- Contact you regarding counselling services.
- Arrange or manage appointments where applicable.
- Provide information that you have requested.
- Maintain the security and functionality of the website.

Your personal information will not be sold or rented to third parties.

3. Confidentiality

Information shared with Llumin Wellness Counselling is treated with appropriate confidentiality. However, information submitted through a website, contact form or email should not be considered a substitute for a secure counselling communication platform.

Where counselling services are provided, confidentiality will be managed in accordance with applicable professional and legal requirements.

4. Sharing of Information

We will only disclose personal information to third parties where reasonably necessary to provide a requested service, where required by law, or where disclosure is necessary to protect the safety of an individual or another person.

5. Cookies

This website may use cookies or similar technologies to improve website functionality, security and user experience. You can adjust your browser settings to refuse cookies, although some website functions may be affected.

6. Third-Party Services

The website may use third-party services such as website hosting, email, contact forms, analytics or security services. These providers may process limited information as necessary to provide their services and are expected to handle information in accordance with applicable privacy requirements.

7. Data Security

Reasonable measures are taken to protect personal information against unauthorised access, loss, misuse or disclosure. However, no method of transmitting or storing information electronically can be guaranteed to be completely secure.

8. Your Rights

You may request access to, correction of, or deletion of personal information that we hold about you, subject to applicable legal requirements.

If you have any questions or concerns about how your personal information is handled, please contact Lumin Wellness Counselling through the contact details provided on this website.

9. Changes to This Privacy Policy

This Privacy Policy may be updated from time to time to reflect changes to the website, services or applicable legal requirements. The updated version will be published on this page.

Lumin Wellness Counselling

South Africa