



Privacy Policy and Personal Data Protection Policy

MY VITA GLOW

MY VITA GLOW is the brand name of May Vita Glow.

Effective Date: September 6, 2024

MY VITA GLOW (hereinafter referred to as the "Company") is committed to protecting the privacy of users and their personal data. This Privacy Policy applies to the Company's website, partner and customer back office, mobile application, and all digital services provided by the Company.

By using the MY VITA GLOW website, creating an account, or providing your information, you agree to the collection, use, and processing of your personal data in accordance with this Policy and applicable laws.

1. Data Controller

MY VITA GLOW is responsible for the collection, processing, and protection of personal data provided through the website, back office, or mobile application.

For any questions regarding privacy or personal data protection, you can contact us at:

Email:

contact@my-vita-glow.com

2. Information We Collect

2.1 Personal Information

MY VITA GLOW may collect the personal information necessary to provide its services, which may include:

- Full name.
- Shipping address or billing address.
- Email address.
- Phone number.
- Account and login information.
- Order and purchase information.

- Payment information required to process transactions.
- Any other information voluntarily provided by the user when using the Company's services.

MY VITA GLOW does not collect unnecessary personal information and does not request sensitive data unless required by law or for a specific legitimate purpose.

3. Customer and Partner Information

3.1 Customers

When creating an account or purchasing products, information such as the following may be collected:

- Contact details.
- Order information.
- Purchase history.
- Delivery and payment information.

This data is used to process orders, provide support, and manage the customer relationship with the Company.

3.2 Partners and Members

When registering as a MY VITA GLOW partner, the Company may collect the information necessary to manage the account and partner program, including:

- Name and contact details.
 - Account information.
 - Activity and sales information.
 - Information required to calculate commissions and rewards.
 - Information required to comply with legal or financial obligations when necessary.
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4. How We Use Information

MY VITA GLOW uses personal data for the following purposes:

- Creating and managing customer and partner accounts.
- Processing orders and payments.
- Managing shipping and delivery operations.

- Providing customer service and technical support.
 - Managing the partner program and commissions.
 - Improving the website, services, and user experience.
 - Sending account-related updates and order notifications.
 - Complying with legal and regulatory obligations.
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5. Information Sharing and Disclosure

MY VITA GLOW does not sell users' personal data.

Information may only be shared in the following cases:

5.1 Service Providers

Some data may be shared with trusted third parties that assist the Company in providing its services, such as:

- Electronic payment providers.
- Shipping and delivery companies.
- Technical service providers.
- Website and system hosting providers.

Such sharing is limited to the information necessary to perform the required services.

5.2 Partner Information and Network Marketing Program

Certain account-related or performance-related information may be made available within the partner system for the purpose of managing business relationships and supporting network marketing activities.

The sharing of personal data is limited to what is necessary. Personal information that is not required, such as private contact details, will not be disclosed except where permitted by law or with the user's consent when required.

5.3 Purchases Through Partner Links or Websites

When a customer makes a purchase through a partner's link or account, the purchase may be associated with the referring partner for the purpose of tracking sales and calculating commissions according to the Company's compensation plan.

5.4 Compliance and Investigations

MY VITA GLOW may disclose personal information when:

- Required by law.
 - Responding to a court order or official request from a competent authority.
 - Necessary to protect the rights of the Company or users, prevent fraud, or prevent misuse of services.
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5.5 Business Transfers

In the event of a merger, acquisition, sale, or transfer of part of the Company's business, certain personal information may be transferred as part of the business assets, while continuing to be protected in accordance with this Policy.

6. Aggregated and Non-Personal Information

MY VITA GLOW may use statistical or aggregated information that does not identify individual users for purposes such as:

- Improving services.
- Analyzing website usage.
- Developing products and services.

This information is not used to personally identify users.

7. Payment Information

Payments are processed through approved payment service providers.

MY VITA GLOW does not store complete bank card information, such as full card numbers or security codes.

The Company may retain necessary transaction information, including:

- Order number.
- Transaction amount.
- Payment status.
- Transaction date.

This information is retained for accounting purposes and customer support.

8. Cookies

The MY VITA GLOW website may use cookies to improve the user experience, including:

- Remembering user preferences.
- Improving website performance.
- Analyzing service usage.

Users can control cookie settings through their browser settings.

9. Information Security

MY VITA GLOW uses appropriate technical and organizational measures to protect personal data from:

- Unauthorized access.
- Loss.
- Unlawful modification.
- Unauthorized use.

However, no electronic system can be guaranteed to be completely secure.

10. Data Retention

MY VITA GLOW retains personal data only for as long as necessary to fulfill the purposes for which it was collected or to comply with legal and accounting obligations.

Once the data is no longer required, it will be deleted or anonymized appropriately in accordance with applicable laws.

11. User Rights

Subject to applicable laws, users may have the following rights:

- Request access to the personal data held by the Company.
- Request correction of inaccurate information.
- Request deletion of data where legally possible.
- Object to certain types of data processing.
- Withdraw consent for marketing communications.

Privacy-related requests can be submitted via email:

contact@my-vita-glow.com

12. Communications and Marketing Offers

MY VITA GLOW may send communications related to:

- Account updates.
- Order status.
- New services.
- Promotions and marketing updates.

Users may unsubscribe from marketing communications at any time.

13. Minors

MY VITA GLOW services are not intended for individuals under the age of 18.

The Company does not knowingly collect personal data from minors.

14. External Links

The website may contain links to external websites or services.

MY VITA GLOW is not responsible for the privacy practices of these external websites. Users are encouraged to review their privacy policies.

15. Updates to This Privacy Policy

MY VITA GLOW may update this Privacy Policy from time to time to reflect legal, operational, or business changes.

The updated version will be published on the website with a revised effective date.

16. Contact Us

For any questions or requests regarding this Privacy Policy and personal data protection, please contact:

Email:

contact@my-vita-glow.com

Last Updated: September 6, 2024