

Privacy Policy

1. Introduction

Angie Chian Skincare (Labvert GmbH, Alte Landstrasse 33a, 8700 Küsnacht, Switzerland) is committed to protecting your privacy. This Privacy Policy outlines our practices regarding the collection, use, and disclosure of your information when you use our services.

2. Data Collection

We collect and store information you provide to us directly, such as when you create an account, make a purchase, or contact us. This includes:

- **Personal Identifiable Information:** Name, email address, password, and any other information you provide. Payment details are processed securely by Stripe. Angie Chian Skincare does not store credit card information.
- **Non-Personal Information:** IP address, browser type, device information, and website usage data.

We may use cookies and similar technologies to collect data about your interaction with our website and services.

3. Purpose of Data Collection

We collect your data for the following purposes:

- To provide and operate our services
- To provide customer support and respond to inquiries
- To improve our services and website
- To send promotional messages and marketing communications (with your consent)
- To comply with legal obligations and prevent fraud

4. Data Protection

We treat your personal data as confidential and comply with statutory data protection regulations and this Privacy Policy. We implement appropriate technical and organisational measures to protect your data from unauthorised access, alteration, disclosure, or destruction.

5. Data Storage

Our company is hosted on the Wix.com platform, which provides us with the online platform to sell our products and services. Your data may be stored through Wix.com's data storage, databases, and applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS, ensuring secure handling of credit card information.

Data Retention

We retain your personal data only as long as necessary for the purposes outlined in this policy. Order-related data is kept for 10 years as required by Swiss accounting law. Marketing data is retained until you withdraw consent.

6. Data Sharing

We do not sell, trade, or otherwise transfer your Personally Identifiable Information to outside parties without your consent, except as necessary to provide our services, comply with the law, or protect our rights. This includes:

- Service providers (e.g., payment processors, shipping companies)
- Legal authorities (if required by law)

7. Your Rights

You have the following rights under GDPR:

- **Right to Access:** Request a copy of the personal data we hold about you.
- **Right to Rectification:** Request correction of any inaccurate or incomplete data.
- **Right to Erasure:** Request deletion of your personal data, subject to certain conditions.

- **Right to Restrict Processing:** Request restriction of processing your personal data under certain conditions.
- **Right to Data Portability:** Request transfer of your data to another service provider in a structured, commonly used, and machine-readable format.
- **Right to Object:** Object to the processing of your data for direct marketing purposes.

To exercise any of these rights, please contact us at contact@angiechianskincare.com.

8. Cookie Policy

Our website uses cookies to enhance user experience and collect data about website usage. You can manage your cookie preferences through your browser settings. Disabling cookies may affect the functionality of our website.

9. Data Security

We use SSL/TLS encryption to protect the transmission of sensitive information. You can recognize an encrypted connection by the "https://" prefix in the URL and the lock icon in the browser address bar.

10. Third-Party Services

Our website may include third-party services such as Google Analytics, Facebook plugins, and others. These services have their own privacy policies governing their data collection practices.

Google Analytics

We use Google Analytics to analyse website usage. Google Analytics collects data such as IP address, browser type, and pages visited. This data is anonymised and used to improve our services.

Meta (Facebook & Instagram) Plugins

Our website includes plugins for Meta platforms (Facebook and Instagram), which may collect data about your interaction with our site. For more information, please refer to Meta's Privacy Policy at facebook.com/privacy/policy.

11. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page, and we will notify you of any significant changes. Please review this policy regularly.

12. Contact Information

For questions or concerns regarding this Privacy Policy or our data practices, please contact:

Labvert GmbH

Alte Landstrasse 33a

8700 Küsnacht

Switzerland

Email: contact@angiechianskincare.com

13. Complaints

If you believe your data protection rights have been violated, you have the right to file a complaint with the competent data protection authority.

Eidg. Datenschutz- und Öffentlichkeitsbeauftragter

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