

Privacy Policy

1. Introduction

This Privacy Policy explains how HighVibeMike (“we”, “us”) collects, uses, stores and discloses your Personal Information when you use the website www.highvibemike.com, contact us, book services, attend events or purchase products.

2. Responsible Party & Information Officer

- Responsible party: Michael Vandenberg trading as HighVibeMike.
- Information Officer: Candice Johnsen · Email: highvibemike@gmail.com · Tel: +27 74 771 7007.

3. What Personal Information We Collect

We may collect: name, email, telephone number, billing and payment details, date of birth (if required for a program), emergency contact (for retreats), notes from sessions, IP address, device/browser details, and any information you provide in forms, emails or during sessions. We will only collect information necessary for the purpose.

4. Special Personal Information

Special personal information (religion, health, etc.) will only be processed with your explicit consent or where authorised by law. If you disclose health or sensitive information in sessions, we will process it only where necessary.

5. Purposes of Processing & Lawful Basis

We process personal information to:

- deliver booked services, manage bookings and payments;
- communicate updates, confirmations and marketing (where consented);
- comply with legal obligations;
- improve services and for analytics.

Lawful bases include performance of a contract, consent, and legitimate interests (e.g., security, site analytics) balanced against your rights.

6. Cookies, Analytics and Tracking Technologies

The HighVibeMike website does not use cookies or similar technologies for analytics, advertising, or user tracking. Only strictly necessary cookies may be used to ensure basic website functionality (for example, maintaining a user session or website security). These cookies do not collect or store any personally identifiable information.

7. Disclosure & Third Parties

We may disclose personal information to: payment processors, booking platforms, service providers, legal or regulatory bodies where required, and trusted third-party service providers who process data on our behalf under confidentiality and security obligations.

8. International / Cross-Border Transfers

If data is transferred outside South Africa, we will ensure that appropriate safeguards are in place and inform you of the transfer.

9. Retention

We retain personal information only as long as necessary for the purpose collected and to comply with legal obligations. Retention periods will be reasonable and documented.

10. Security

We implement reasonable technical and organisational measures to keep personal information secure. No system is perfect — in the event of a data breach, we will follow POPIA notification duties to inform the Information Regulator and affected data subjects where required.

11. Your Rights

Under POPIA you may: request access to your personal information; ask for correction or deletion; object to processing; request portability (where feasible); and withdraw consent (where consent is the lawful basis). Requests should be made in writing to the Information Officer: highvibemike@me.com. We will respond within a reasonable time and in accordance with POPIA.

12. Complaints

If you are unhappy with our handling of personal information, please contact our Information Officer. You

may also lodge a complaint with the Information Regulator (<https://inforegulator.org.za/>). [Empowered Compliance Monitor](#)

13. Changes to Policy

We may update this Privacy Policy. Material changes will be posted on the Website.