

What Information We Collect

We may collect the following types of information:

- Personal Information: email address.
- Name, Surname we collect could be different from your real data; we don't check or restrict that due to the fact that we do not collect that personal data.
- Non-Personal Information: Browser type, device information, IP address, and usage data collected through cookies and analytics tools.

You confirm that you will not provide us with the personal information in case you are not eligible for giving a consent for such an info provision yourself

You agree that you will not provide us with the personal information of anyone other than yourself unless you first obtain the consent of the person on whose behalf you will be providing personal information to us, or you are that persons justified representatives.

We use your information to:

- email address – for provision of Our services (communication)
- Browser type, device information, IP address, and usage data collected through cookies and analytics tools (Our web site functionality; fraud prevention)
- name, surname – for convenience only (not mandatory matching your real data)

How We Use Your Information

Our information collection goals We use your information to:

- Provide and improve our services
- Respond to inquiries and customer support requests
- Ensure website security and prevent fraud

How We Share Your Information

We do not sell or rent your personal information. However, we may share your data with:

- Service providers (e.g., payment processors, hosting services) for operational purposes
- Legal authorities if required by law or to protect our rights
- Business partners if you have given your consent

Cookies and Tracking Technologies

We use cookies and similar technologies to enhance user experience, analyze trends, and track website activity. You can manage your cookie preferences by clicking the "Cookie Preferences" button in the bottom right corner of the screen.

Data Security

We implement industry-standard security measures to protect your data from unauthorized access, disclosure, or loss. However, no online platform is 100% secure.

How do we store your data?

Our Company uses administrative, technical, and physical safeguards to protect the security, confidentiality and integrity of your personal information against loss, misuse and unauthorized access, disclosure, alteration, and destruction. In addition, we use encryption protocols and software to transmit sensitive data.

You can assist us in protecting your personal information by keeping your password and login information secret, and making sure that you terminate user sessions, close the browser, and log out when you access our services from shared computers.

Your Rights

Depending on your location, you may have rights regarding your personal data, including access, correction, deletion, and opting out of marketing communications. Contact us to exercise these rights.

If you are located in the European Economic Area (EEA), the United Kingdom (UK), or are otherwise subject to the General Data Protection Regulation (GDPR), you have additional rights, including:

The right to access – You have the right to request Our Company for copies of your personal data

The right to rectification – You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete the information you believe is incomplete

The right to erasure – You have the right to request that Our Company erase your personal data

The right to restrict processing – You have the right to request that Our Company restrict the processing of your personal data

The right to object to processing – You have the right to object to Our Company's processing of your personal data

The right to data portability – You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you

If you wish to exercise any of these rights under GDPR, please contact us at hello@luna-pay.com.

We will make reasonable efforts to incorporate the changes to your personal data by your request as soon as possible. Before we make changes, we may ask you to verify your identity and/or provide other details.

We may keep a copy of the prior information for our records.

We provide individuals with reasonable access to their personal data in order to have it corrected, amended or deleted where it is inaccurate or inappropriate for the specified purposes of processing. We will respond to all requests for access within 30 days.

We will retain your information (including geo-location data) for as long as your account is active, and as necessary to provide you services, to comply with our legal obligations, to resolve disputes, and to enforce our agreements.

Third-Party Links

Our website may contain links to third-party websites. We are not responsible for their privacy practices and recommend reviewing their policies before providing any information.

Children's Privacy

If you're under 18, you may use our products and services only with the involvement of a parent or guardian, or other legal age, if different in accordance with applicable legislation.

Our website and marketing are not directed to individuals under 18 years of age.

Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will be available on our website with the "Last Updated" date.

Contact Us

If you have any questions about this Privacy Policy, please contact us at: hello@luna-pay.com.

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that We has not addressed your concern in a satisfactory manner, you may contact Information Commissioner's Office (ICO), or with another local authority hello@luna-pay.com.