Luminaire Lights: Privacy policy

Last updated: 13 November 2026

This policy explains what personal information Luminaire Lights collects when you visit luminaire-lights.com or place an order, why we collect it, who we share it with and the choices you have.

Who is responsible for your information

Luminaire Lights is operated by SLCollective Limited (business registration number 78238500), Unit 2904-05, 29/F Universal Trade Centre, No. 3 Arbuthnot Road, Central, Hong Kong. SLCollective Limited is the data controller for the personal information described in this policy.

Information we collect

Information you give us:

- Contact and delivery details: your name, email address, phone number, delivery address and billing address

- Order details: the items you order, your order number and your order history

- Messages: anything you send us through our contact or return forms, or by email

Payment information: payments are processed by Whop. Your card details go directly to Whop and its payment partners. We never see or store your full card number.

Information collected automatically: when you visit the site, the hosting service records technical information such as your IP address, browser type and the pages requested. This is used to deliver the site and keep it secure.

Whop analytics: Whop, which hosts this website, runs an analytics script (the Whop Pixel) on every page. It records which pages you visit and how you arrived at the site, so we can see how the store is used. It may store an identifier on your device.

How we use your information

- To process, deliver and track your order

- To handle returns, refunds and exchanges

- To answer your questions and provide customer service

- To prevent fraud and keep the site and its checkout secure

- To meet our tax, accounting and legal obligations

We rely on the following legal bases under UK data protection law: performing our contract with you, complying with our legal obligations and our legitimate interest in running and protecting our business.

We do not send marketing messages unless you have asked to receive them, and you can ask us to

stop at any time.

Who we share your information with

We share personal information only with the service providers that help us run the store:

- Whop (Whop, Inc.): provides our store platform, website hosting, checkout and payment processing, analytics on how visitors use the site, and emails your order receipt

- Cloudflare: the network that Whop uses to host and deliver the website

- Our suppliers and fulfilment partners: receive your name, delivery address, phone number and the items ordered so that they can pack and dispatch your order

- Delivery carriers: receive your name, delivery address and phone number so that they can deliver your parcel

- Banks, card networks and payment providers: process payments and refunds

We may also disclose information where the law requires it, or to protect our legal rights.

We do not sell your personal information.

Cookies and similar technologies

The site stores a small amount of information on your device so that it works properly: the contents of your cart, your checkout progress and your delivery country. These are essential for the store to function.

We also use Whop's analytics, described above, which may store an identifier on your device. We do not use advertising cookies. If we add any, we will update this policy and name each provider here.

International transfers

SLCollective Limited is based in Hong Kong, and some of our service providers are based outside the United Kingdom. When your information is transferred outside the UK, we rely on safeguards recognised under UK data protection law, such as contractual protections with the provider.

How long we keep your information

We keep order information for as long as we need it to deliver your order, handle returns, and meet our tax, accounting and legal obligations. We delete or anonymise information when it is no longer needed.

Your rights

Under UK data protection law you have the right to:

- Ask for a copy of the personal information we hold about you

- Ask us to correct information that is inaccurate

- Ask us to delete your information, where we have no legal reason to keep it

- Ask us to restrict or stop using your information in certain cases

- Ask for your information in a portable format

- Withdraw any consent you have given

To use any of these rights, contact us through our Contact us (https://luminaire-lights.com/pages/contact-us) page. We may need to confirm your identity before we act on a request, and we will reply within one month.

If you are not satisfied with how we handle your information, you can complain to the Information Commissioner's Office (ico.org.uk).

Children

The store is not intended for children, and we do not knowingly collect personal information from anyone under 18.

Changes to this policy

We may update this policy from time to time. The current version is always on this page, with the date it was last updated at the top.

Company information

- Store name: Luminaire Lights

- Website: luminaire-lights.com

- Luminaire Lights is operated by SLCollective Limited

- Business registration number: 78238500 (Hong Kong)

- Business address: Unit 2904-05, 29/F Universal Trade Centre, No. 3 Arbuthnot Road, Central, Hong Kong

- Customer service hours: Monday to Friday, 9:00 AM - 5:00 PM (GMT+0)

Our email address and phone number are listed on our Contact information (https://luminaire-lights.com/policies/contact-information) page. We aim to reply to every message within 48 hours.