



## Privacy Policy for Thaba-Nkwe Juices

Effective Date: 12/07/2024

### 1. Introduction

Thaba-Nkwe Juices (referred to as "we", "us", or "our") is committed to protecting your privacy and ensuring that your personal information is collected and used properly, lawfully, and transparently. This privacy policy explains how we collect, use, disclose, and protect your personal information.

### 2. Information We Collect

We may collect the following types of personal information:

- Personal Identification Information: Name, email address, phone number, delivery address.
- Financial Information: Payment details (processed by secure payment gateways).
- Technical Information: IP address, browser type, device type, pages visited, and other similar data.
- Marketing and Communication Data: Preferences in receiving marketing from us and your communication preferences.

### 3. How We Collect Information

We collect personal information directly from you when you:

- Register on our website
- Place an order for our products
- Subscribe to our newsletter
- Contact us with an inquiry or request
- Participate in surveys or promotions

We also collect information automatically through cookies and similar technologies when you visit our website.

### 4. Use of Information

We use the personal information we collect to:

- Process and fulfill your orders
- Provide customer support and respond to inquiries
- Send you updates about your order status
- Inform you about our products, services, promotions, and events
- Improve our website and services

Comply with legal and regulatory requirements



#### 5. Sharing of Information

We do not sell, trade, or otherwise transfer your personal information to third parties without your consent, except in the following circumstances:

- Service Providers: We may share information with third-party service providers who perform services on our behalf (e.g., delivery services, payment processors).
- Legal Requirements: We may disclose information if required by law or to protect our rights.

#### 6. Data Security

We implement appropriate technical and organizational measures to safeguard your personal information against accidental or unlawful destruction, loss, alteration, unauthorized disclosure, or access.

#### 7. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes for which it was collected or as required by law.

#### 8. Your Rights

You have the following rights regarding your personal information:

- Access: You may request access to your personal information.
- Correction: You may request that we correct any inaccurate or incomplete information.
- Deletion: You may request that we delete your personal information.
- Objection: You may object to the processing of your personal information.
- Withdrawal of Consent: You may withdraw your consent at any time where we rely on your consent to process your personal information.

To exercise any of these rights, please contact us using the contact details provided below.

#### 9. Cookies and Tracking Technologies

We use cookies to enhance your experience on our website. Cookies are small data files stored on your device. You can control the use of cookies through your browser settings. However, disabling cookies may affect the functionality of our website.

#### 10. Changes to This Privacy Policy

We may update this privacy policy from time to time. Any changes will be posted on this page with an updated effective date. We encourage you to review this policy periodically to stay informed about how we are protecting your information.



## 11. Contact Us

If you have any questions or concerns about this privacy policy or our data practices, please contact us at:

Thaba-Nkwe Juices

Email: [info@thaba-nkwejuice.co.za](mailto:info@thaba-nkwejuice.co.za)

Phone: 067 445 8964

Address: Trichardt, Mpumalanga, South Africa

THABA-NKWE



Juices