



Hartland Braai Supplies (www.hartlandbraaisupplies.co.za) Protection of Personal Information Act (POPIA) Compliance Document

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Trots Braai Boer Website Privacy Policy

Effective Date: 18/07/2024

Last Updated: 18/07/2024

1. Introduction

Hartland Braai Supplies (referred to as "we," "us," or "our") is committed to protecting your personal information and ensuring its privacy, accuracy, and integrity. This privacy policy outlines how we collect, use, and protect your personal information in accordance with the Protection of Personal Information Act (POPIA), Act No. 4 of 2013, of South Africa.

2. Personal Information We Collect

We may collect and process the following personal information about you:

- Contact Information: Name, email address, phone number, postal address.
- Account Information: Username, password, and other details necessary for accessing our services.
- Payment Information: Credit card details or other payment information for processing transactions.
- Usage Data: Information about how you use our website, products, and services, including your IP address, browser type, and browsing history.
- Marketing and Communications Data: Your preferences in receiving marketing from us and your communication preferences.

3. How We Collect Personal Information

We collect personal information in the following ways:

- Direct Interactions: You may provide personal information when you fill in forms, subscribe to our services, make purchases, or contact us.
- Automated Technologies: We collect information automatically as you interact with our website using cookies and other tracking technologies.
- Third Parties: We may receive personal information about you from third-party service providers, business partners, and public sources.



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4. How We Use Your Personal Information

We will only use your personal information for the purposes for which it was collected, or for compatible purposes including:

- Service Delivery: To provide, operate, and maintain our website and services.
- Customer Support: To manage your inquiries and requests.
- Transactional Purposes: To process and deliver orders, manage payments, fees, and charges.
- Communication: To send administrative information, such as changes to our terms, conditions, and policies.
- Marketing: To provide you with news, special offers, and general information about other goods and services we offer that are similar to those that you have already purchased or enquired about.
- Website Improvement: To analyze data to improve our website, products, services, marketing, and user experience.

5. Sharing Your Personal Information

We may share your personal information with:

- Service Providers: Third-party vendors that provide services such as payment processing, data analysis, email delivery, hosting services, and customer service.
- Business Transfers: In connection with any merger, sale of company assets, financing, or acquisition of all or a portion of our business.
- Legal Requirements: If required by law or in response to valid requests by public authorities.

6. Your Rights

Under POPIA, you have the right to:

- Access: Request access to your personal information.
- Correction: Request correction of any inaccurate or incomplete personal information.
- Deletion: Request deletion of your personal information, under certain conditions.
- Objection: Object to the processing of your personal information for legitimate reasons.
- Restriction: Request the restriction of processing your personal information under certain circumstances.
- Data Portability: Request the transfer of your personal information to another party.



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7. Data Security

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, use, alteration, or destruction. These measures include encryption, access controls, and secure storage.

8. Data Retention

We will retain your personal information only for as long as necessary to fulfill the purposes we collected it for, including satisfying any legal, accounting, or reporting requirements.

9. Changes to This Privacy Policy

We may update this privacy policy from time to time in response to changing legal, technical, or business developments. We will notify you of any changes by posting the new privacy policy on our website. You are advised to review this privacy policy periodically for any changes.

10. Contact Us

If you have any questions about this privacy policy or our treatment of your personal information, please contact us at:

Braai Boer

Email: info@hartlandbraaisupplies.co.za

Phone: 054 513 6587

By using our website, you acknowledge that you have read and understood this privacy policy. Your continued use of our website constitutes your consent to the terms of this privacy policy.