



PRIVACY POLICY

1. Introduction

AFRICAN NURSERIES ("we," "us," or "our") respects your privacy and is committed to protecting your personal information in compliance with the Protection of Personal Information Act, 2013 (POPIA). This policy outlines how we collect, use, disclose and safeguard your personal data when you interact with our website and services.

2. Scope of this policy

This privacy policy applies to all personal information collected by AFRICAN NURSERIES through our website, interactions via any mobile device, physical interactions or any other services we provide. It applies to customers, employees, suppliers and any other individual/s whose personal information we process.

3. What information we collect

We may collect and process the following categories of personal information:

- **Identification Information:** Name, surname, Identity number and / or company name, company registration number and VAT number (if applicable).
- **Contact Information:** Email address, phone number, postal and physical address.
- **Payment Information:** Billing details, bank account details (if applicable).
- **Order Information:** Purchase history, transaction details which relates to the order and any quotations.
- **Website Usage Information:** IP address, browser type, cookies, browsing behaviour.
- **Communication Data:** Customer enquiries, feedback and interactions.

4. How We Collect Information

We collect personal information through:

- Direct and voluntary interactions: When you provide us your information via any requested form or e-mail. When you place an order with us via any communication process available to you and by contacting us. When you subscribe to our newsletter.
- Automated technologies: Cookies and similar tracking tools which collect browsing behaviour data and analytics providers.
- Third parties: Payment processors, courier services and any business partners and service providers.
- Public sources where permitted by law.

5. Purpose of Processing Personal Information

We use your personal data for the following purposes:

- To fulfil any contractual obligations e.g delivering products and consulting services.
- To provide customer support and respond to queries.
- To enhance our products, services and website functionality.
- To send promotional communications to you.
- To comply with any legal and regulatory obligations as governed by the laws of South Africa.
- To prevent fraud and unauthorised transactions.

6. Sharing and Disclosure of Personal Information

We will never sell your personal information. However, we may share it with:

- **Third Party Service Providers:** Payment gateways, courier companies, IT support services and the like.
- **Regulatory Authorities:** When required by South African law.

7. Data Security Measures

We implement appropriate security measures to safeguard your personal data from unauthorized access, loss or misuse. These include:

- Encryption of sensitive data via our IT service providers.
- Secure payment processing via trusted third parties.

- Access control measures to restrict unauthorized access.
- Annual cybersecurity reports and updated anti-virus protection.

8. Your Rights Under POPIA

As a data subject, you have the right to:

- **Access Your Information:** Request details of the personal data we hold about you.
- **Correct Your Information:** Request corrections or updates to inaccurate data.
- **Object to Processing:** Opt-out of direct marketing communications.
- **Request Deletion:** Ask for your data to be deleted, subject to legal and business retention requirements.
- **Lodge Complaints:** File a complaint with the Information Regulator if you believe your data rights have been violated.

9. Data Retention Policy

We retain personal information to fulfil the purposes outlined in this policy and any agreement entered into with you or as required by law. We further retain personal information in line with our ongoing business relationship with you.

10. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance user experience, analyse website traffic and personalize content. You can manage cookie preferences through your browser settings.

11. International Data Transfers

If personal information is transferred outside of South Africa, appropriate safeguards are in place to protect your data via our third party IT suppliers.

12. Policy Updates

We may update this Privacy Policy periodically to reflect changes in legal requirements or our data practices. Any changes will be posted on our website.

13. Contact Information

For any questions about this Privacy Policy or to exercise your data rights, please contact us:

AFRICAN NURSERIES PROPRIETARY LIMITED

Email: koos@afnr.co.za

Tel: 082 796 8848

Address: 10 Plein Street

Unit 11

Durbanville

7550

**BY USING OUR WEBSITE, YOU ACKNOWLEDGE AND AGREE TO THE TERMS OF THIS
PRIVACY POLICY.**

AFRICAN NURSERIES PROPRIETARY LIMITED

(Registration number 2019/197168/07)