

Privacy Policy

We respect your privacy and take the protection of personal information very seriously. The purpose of this policy is to describe the way that we collect, store, use, and protect information that can be associated with you or another specific natural or juristic person and can be used to identify you or that person (personal information).

Audience

This policy applies to you if you are:

* a visitor to our website; or

* a customer who has ordered or requested the goods or services that we provide from one of our stores or via our online platforms.

For the exhaustive list of cookies we collect see the [List of cookies we collect](#) section.

Personal Information

1. Privacy policy

1.1. We respect your privacy and will take all reasonable measures to protect it, as more fully detailed below.

1.2. Should you decide to register as a user on the Website, we may require you to provide us with personal information which includes but is not limited to –

- 1.2.1. your name and surname;
- 1.2.2. your email address;
- 1.2.3. your physical address;
- 1.2.4. your gender;
- 1.2.5. your mobile number; and
- 1.2.6. your date of birth.

1.3. Should your personal information change, please inform us and provide us with updates to your personal information as soon as reasonably possible to enable us to update your personal information.

1.4. You may choose to provide additional personal information to us, in which event you agree to provide accurate and current information, and not to impersonate or misrepresent any person or entity or falsely state or otherwise misrepresent your affiliation with anyone or anything.

1.5. Subject to clause 10.6 below, we will not, without your express consent:

1.5.1. use your personal information for any purpose other than as set out below:

- 1.5.1.1. in relation to the ordering, sale and delivery of Goods;
- 1.5.1.2. to contact you regarding current or new Goods or services or any other goods offered by us or any of our divisions, affiliates and/or partners (unless you have opted out from receiving marketing material from us);
- 1.5.1.3. to inform you of new features, special offers and promotional competitions offered by us or any of our divisions, affiliates and/or partners (unless you have opted out from receiving marketing material from us); and
- 1.5.1.4. to improve your experience on our Website by, inter alia, monitoring statistical non-personal browsing habits, and to transact with us; or

1.5.2. disclose your personal information to any third party other than as set out below:

1.5.2.1. to our employees and/or third party service providers who assist us to interact with you via our Website, email or any other method, for the ordering of Goods or when delivering Goods to you, and thus need to know your personal information in order to assist us to communicate with you properly and efficiently;

1.6. We are entitled to use or disclose your personal information if such use or disclosure is required in order to comply with any applicable law, order of court or legal process served on us, or to protect and defend our rights or property.

1.7. We will ensure that all of our employees, third party service providers, divisions, affiliates and partners (including their employees and third party service providers) having access to your personal information are bound by appropriate and legally binding confidentiality and non-use obligations (save as permitted herein) in relation to your personal information.

1.8. We will –

- 1.8.1. treat your personal information as strictly confidential;
- 1.8.2. take appropriate technical and organisational measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access;
- 1.8.3. provide you with access to your personal information to view and/or update personal details;
- 1.8.4. promptly notify you if we become aware of any unauthorised use, disclosure or processing of your personal information;
- 1.8.5. provide you with reasonable evidence of our compliance with our obligations under this policy on reasonable notice and request;
- 1.8.6. upon your request, promptly return or destroy any and all of your personal information in our possession or control; and
- 1.8.7. not retain your personal information longer than the period for which it was originally needed, unless we are required by law to do so, or you consent to us retaining such information for a longer period.

1.9. Raynel Communications undertakes never to sell or make your personal information available to any third party other than as provided for in this policy, unless we are compelled to do so by law. In particular, in the event of a fraudulent online payment, Raynel Communications reserves the right to disclose relevant personal information for

criminal investigation purposes or in line with any other legal obligation for disclosure of the personal information which may be required of it.

1.10. Whilst we will do all things reasonably necessary to protect your rights of privacy, we cannot guarantee or accept any liability whatsoever for unauthorised or unlawful disclosures of your personal information, whilst in our possession, made by third parties who are not subject to our control, unless such disclosure is as a result of our gross negligence.

1.11. If you disclose your personal information to a third party, such as an entity which operates a website linked to this Website or anyone other than Raynel Communications, SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE, HOWSOEVER ARISING, SUFFERED BY YOU AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION TO THE THIRD PARTY. This is because we do not regulate or control how that third party uses your personal information.

1.12. This Website makes use of "cookies" to automatically collect information and data through the standard operation of the Internet servers. "Cookies" are small text files a website can use (and which we may use) to recognise repeat users, facilitate the user's on-going access to and use of a website and allow a website to track usage behaviour and compile aggregate data that will allow the website operator to improve the functionality of the website and its content. The type of information collected by cookies is not used to personally identify you. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature.

Please note that cookies may be necessary to provide you with certain features available on our Website, and thus if you disable the cookies on your browser you may not be able to use those features, and your access to our Website will therefore be limited. If you do accept a "cookie", you thereby consent to our use of any personal information collected by us using that cookie subject to the provisions of this clause 1.

Legal Capacity

You may not access our website or order our goods or request our services if you are younger than 18 years old or do not have legal capacity to conclude legally binding contracts.

Deemed Acceptance

By accepting this policy, you are deemed to have read, understood, accepted, and agreed to be bound by all of its terms.

Your Obligations

You may only send us your own personal information or the information of another data subject where you have their permission to do so.

Changes

We may change the terms of this policy at any time by updating this web page. We will notify you of any changes by placing a notice in a prominent place on the website or by sending you an email detailing the changes that we have made and indicating the date that they were last updated. If you do not agree with the changes, then you must stop using the website and our goods or services. If you continue to use the website or our goods or services following notification of a change to the terms, the changed terms will apply to you and you will be deemed to have accepted those updated terms.

Web Beacons

Our website may contain electronic image requests (called a single-pixel gif or web beacon request) that allow us to count page views and to access cookies. Any electronic image viewed as part of a web page (including an ad banner) can act as a web beacon. Our web beacons do not collect, gather, monitor or share any of your personal information. We merely use them to compile anonymous information about our website.

Vouchers

1. All vouchers purchased from us are governed by these Terms.
2. No exchange, refund or change will be given for vouchers. Vouchers are not exchangeable, in full or in part, for consideration in cash.
3. Vouchers may only be redeemed for the specific product or services described on the voucher.
4. Vouchers are valid for the duration stipulated thereon. However, price increases may affect the value of your voucher. You or the recipient of the voucher will be liable to pay the difference between the voucher value and the increased price at the time of presenting the voucher.
5. We will not reissue damaged, lost or stolen Vouchers.

Discount Codes

1. We may from time to time make discount codes available for redemption against products or services offered for sale on our website ("Discount Codes").
2. Discount Codes are governed by these Terms.
3. We may with reasonable notice change and/or discontinue the availability of such offer.
4. No more than one Discount Code per person may be used and each Discount Code may only be redeemed once.
5. Only one Discount Code may be used per purchase.
6. Discount Codes are not transferable.
7. Unless otherwise stated, a Discount Code may not be used in conjunction with any other special offer or promotion.
8. Discount Codes cannot be redeemed against previous purchases.
9. Your use of a Discount Code may be subject to additional criteria.
10. Discount Codes cannot be exchanged for cash and no change will be given for Discount Codes.
11. Discount Codes may only be redeemed for the specific product or services to which it relates.
12. Discount Codes are only valid for a limited period, which we will communicate to you.
13. We will not re-issue damaged, lost or stolen Discount Codes.

Security

Our hosting company will host our website in a secure server environment that uses a firewall and other advanced security measures to prevent interference or access from outside intruders. We authorize access to personal information only for those employees who require it to fulfil their job responsibilities. We implement disaster recover procedures where appropriate.

We will try to keep the personal information we collect as accurate, complete and up to date as is necessary for the purposes defined in this policy. From time to time the business may request you to update your personal information on the website. You are able to review or update any personal information that we hold on you by accessing your account online, emailing us, or phoning us.

Retention

We will only retain your personal information for as long as it is necessary to fulfil the purposes explicitly set out in this policy, unless:

- * retention of the record is required or authorised by law; or
- * you have consented to the retention of the record.

During the period of retention, we will abide by our non-disclosure obligations and will not share or sell your personal information. We may retain your personal information in physical or electronic records at our discretion.

Updating or removing personal data

You may choose to adjust or update the personal information you have submitted to us, by contacting us by phone or email.

Raynel Communications may not be held responsible for, give no warranties, nor make any representations in respect of the privacy policies or practices of linked or any third party websites.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Enquiries

If you have any questions or concerns arising from this privacy policy or about your personal information, please contact us on sales@raynel.co.za