

# Privacy Policy

This Privacy Policy applies to [www.joziskitchen.co.za](http://www.joziskitchen.co.za) (our “website”) operated by Jozi's Kitchen of 6 Cedar Street, Chloorkop Midrand, Gauteng (“Jozi’s Kitchen”, “us” or “we”) acting as the data controller in accordance with the Protection of Personal Information Act, 2013 (Act 4 of 2013) (“POPIA”). If you have any questions, you can reach us using the details provided below.

## General Information

### a) *What is Personal Information?*

Personal Information is any information relating to personal or material circumstances that relates to an identified or identifiable individual. This includes, for example, your name, date of birth, e-mail address, postal address, or telephone number as well as online identifiers such as your IP address. In contrast, information of a general nature that cannot be used to determine your identity is not Personal Information. This includes, for example, the number of users of a website.

### b) *What is processing?*

"Processing" means any operation or set of operations which is performed upon Personal Information, whether or not by automatic means. The term is broad and covers virtually any handling of data.

### c) *What are the legal bases of processing?*

In accordance with the POPIA, we have to have at least one of the following legal bases to process your Personal Information:

- you have given your consent,
- the data is necessary for the fulfilment of a contract / pre-contractual measures,
- the data is necessary for the fulfilment of a legal obligation or
- the data is necessary to protect our legitimate interests, provided that your interests are not overridden.

## Data we collect automatically

### a) *Log data*

Each time you visit our website, our system automatically records the following data from the visiting device and stores it in a so-called log file: i) Name of the retrieved file, ii) date and time of the visit, iii) amount of data transferred, iv) message about successful retrieval, type of browser and version used, v) IP address (identification of the user's device), vi) Operating system of the visiting device, vii) Internet service provider of the visiting device, viii) website from which you access our website, and ix) which of our website pages you are accessing. The legal basis for processing is our legitimate interest.

### b) *Content Delivery Network*

We use a Content Delivery Network (CDN) to distribute our online content. Our CDN is a network of regionally distributed servers of our technical service providers connected via the Internet. When our website is visited, your device's browser transmits information to these service providers, which is collected in corresponding server log files. Server log files are generally anonymized and then transmitted without any personal reference. Server log files include, in particular, i) details of the browser and operating system used, ii) the previously visited pages (so-called referral URL), iii) the IP address of the device used, iv) the name of the Internet provider, as well as v) the date, time of all page views including the amount of data transmitted. The legal basis for processing is our legitimate interest.

### c) *Hosting*

To provide our website, we use the services of [Xneelo Ltd](http://Xneelo Ltd), who process all data to be processed in connection with the operation of our website on our behalf. The legal basis for the data processing is our legitimate interest in providing our website.

### d) *Use of cookies*

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We use so-called cookies on our website. Cookies are pieces of information that are transmitted from our web server or third-party web servers to your web browser and stored there for later retrieval. Cookies may be small files or other types of information storage. For further information on the Cookies we use, please refer to our Cookie Policy.

## **Data we collect directly**

### *a) Contacting us*

In addition to your name, and e-mail address, IP address or telephone number, if provided, we usually collect the context of your message which may also include certain Personal Information. The Personal Information collected when contacting us is to handle your request and the legal basis is both your consent and Contract.

We are present on social media (currently, [Facebook](#), and [Instagram](#)) on the basis of our legitimate interest. If you contact or connect with us via social media platforms, we and the relevant social media platform are jointly responsible for the processing of your data and enter into a so-called joint controller agreement. The legal basis is our legitimate interest, your consent or, in some cases, the initiation of a contractual service, if any.

### *b) Order processing*

We process your first name, last name, e-mail address, shipping, and billing address, if different, and the data related to your contract with us data to handle the contractual relationship between you and us. It is also possible for you to register for an account. For this purpose, you can choose a password together with your e-mail address, both of which will enable you to log in more easily without having to enter your data again when you make a future purchase. We store the data you enter to set up a customer account through which your orders are recorded, executed, and processed. We will hold your data for further orders as long as you have your account with us. The legal basis for the data processing is our contract and the fulfilment of our legal obligations.

### *c) Payment Data*

If you pay through our website your payment data will be processed via our payment service provider [Payfast](#). Payment data will solely be processed through Payfast and we have no access to any Payment Data you may submit. The legal basis for the provision of a payment system is the establishment and implementation of the user contract for the use of the service.

### *d) Newsletter*

If you have consented to receive our newsletter, we will use your e-mail address and, if applicable, your name to send you information about us, our books and publications, promotions, and news. You can revoke your consent to receive the newsletter or to the creation of personalized user profiles at any time with effect for the future. You will find the unsubscribe link at the end of each newsletter. The revocation leads to the deletion of the collected user data.

### *e) Direct marketing*

Insofar as you have also given us separate consent to process your data for marketing and advertising purposes, we are entitled to contact you for these purposes via the communication channels you have consented to.

## **Data processing through integration of third-party services and content**

We use content or service offers of third-party providers on the basis of our legitimate interests in order to integrate their content and services ("content").

This always requires that the third-party providers of this content are aware of the IP address of the user, as without the IP address they would not be able to send the content to their browser. The IP address is therefore necessary for the display of this content.

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The following provides an overview of third-party providers and their content, together with links to their privacy policies, which contain further information on the processing of data and so-called opt-out measures, if any,

- Analytics and Tracking:
  - Google Analytics by [Google LLC](#),
  - Klaviyo, Inc.
- Forms: Contact Form 7 by [Takayuki Miyoshi](#),
- Fonts: Google Font API by [Google LLC](#),
- Tag Management: Google Tag Manager and Google Site Tag by [Google LLC](#),
- Remarketing:
  - Facebook Remarketing by [Meta Platforms Inc.](#)
  - Google Adsense by [Google LLC](#),

If you do not wish to participate in our advertising personalization or retargeting/tracking you can object to behavioral advertising at the following websites: [Your Online Choices](#), [Digital Advertising Alliance of Canada](#), [Network Advertising Initiative](#) or [AdChoices](#).

## Principles of processing Personal Information

### *a) Storage and Retention*

At the time of data collection, for example in the context of a contractual relationship we process and store Personal Information from you. We process and store your Personal Information only to achieve the respective processing purpose or for as long as a legal retention period exists. Once the purpose has been achieved or the retention period has expired, the corresponding data is routinely deleted.

### *b) Security*

Our website uses SSL or TLS encryption to ensure the security of data processing and to protect the transmission of confidential content, such as orders, login data or contact requests that you send to us. We have also implemented numerous security measures (“technical and organizational measures”) for example encryption or need to know access, to ensure the most complete protection of Personal Information processed through this website.

Nevertheless, internet-based data transmissions can always have security gaps, so that absolute protection cannot be guaranteed. And databases or data sets that include Personal Information may be breached inadvertently or through wrongful intrusion. Upon becoming aware of a data breach, we will notify all affected individuals whose Personal Information may have been compromised as expeditiously as possible after which the breach was discovered.

### *c) Special Category Data*

Unless specifically required when using our services and explicit consent is obtained for that service, we do not process special category data.

### *d) Minors*

We do not request Personal Information from minors and children and do not knowingly collect such data or pass it on to third parties.

### *e) Automated decision-making*

Automated decision-making is the process of making a decision by automated means without any human involvement. Automated decision-making including profiling does not take place.

### *f) Do Not Sell*

We do not sell your Personal Information.

### *g) Sharing and Disclosure*

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We will not disclose or otherwise distribute your Personal Information to third parties unless this is i) necessary for the performance of our services and, ii) you have consented to the disclosure, iii) or if we are legally obliged to do so e.g., by court order or if this is necessary to support criminal or legal investigations or other legal proceedings or other legal proceedings; or proceedings at home or abroad or to fulfilment our legitimate interests.

## *h) International Transfer*

We may transfer your Personal Information to other companies and/or staff members as necessary for the purposes described in this Privacy Policy. In order to provide adequate protection for your Personal Information when it is transferred, we have contractual arrangements regarding such transfers. We take all reasonable technical and organizational measures to protect the Personal Information we transfer.

## **Your Rights and Privileges**

### *a) Privacy rights*

Under the POPIA, you can exercise the following rights:

- *Right to information*
- *Right to rectification*
- *Right to object to processing*
- *Right to deletion*
- *Right to data portability*
- *Right of objection*
- *Right to withdraw consent*
- *Right to complain to a supervisory authority*
- *Right not to be subject to a decision based solely on automated processing.*

If you have any questions about the nature of the Personal Information we hold about you, or if you wish to exercise any of your rights, please contact us.

### *b) Updating your information*

If you believe that the information, we hold about you is inaccurate or that we are no longer entitled to use it and want to request its rectification, deletion, or object to its processing, please do so by contacting us.

### *c) Withdrawing your consent*

You can revoke consents you have given at any time by contacting us. The legality of the data processing carried out until the revocation remains unaffected by the revocation.

### *d) Access Request*

In the event that you wish to make a Data Subject Access Request, you may inform us in writing of the same. We will respond to requests regarding access and correction as soon as reasonably possible. Should we not be able to respond to your request within thirty (30) days, we will tell you why and when we will be able to respond to your request. If we are unable to provide you with any Personal Information or to make a correction requested by you, we will tell you why.

### *e) Complaint to a supervisory authority*

You have the right to complain about our processing of Personal Information to a supervisory authority responsible for data protection. The Information Regulator, JD House, 27 Stiemens Street, Braamfontein, Johannesburg, [www.inforegulator.org.za](http://www.inforegulator.org.za) is the supervisory authority in South Africa.

## **Concerns and Contact**

If you have any concerns about a possible compromise of your privacy or misuse of your personal information on our part, or any other questions or comments, you can contact us using the following details:



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Jozi's Kitchen,  
6 Cedar Street, Chloorkop Midrand, Gauteng

Web: [www.joziskitchen.co.za](http://www.joziskitchen.co.za)

E-Mail: [hello@joziskitchen.co.za](mailto:hello@joziskitchen.co.za)

Tel: +27 10 020 0351

This Privacy Policy was last updated on Thursday, 06 April 2023