WEBSITE PRIVACY & COOKIES POLICY

Fournos Group (Pty) Ltd

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Privacy • Personal Information • Cookies

Website Privacy & Cookies Policy

Where we refer to “process”, it means how the Fournos Group collect, use, store, make available, destroy, update, disclose, or otherwise deal with your personal information. As a general rule we will only process your personal information if this is required to deliver or offer a service, provide a product or carry out a transaction.

We may combine personal information collected through our various business activities and use it for the purposes outlined in this Privacy Policy, provided such processing is lawful, necessary and consistent with the requirements of the Protection of Personal Information Act (POPIA). In this document any reference to “we” or “us” or “our” includes Fournos Group (Pty) Ltd and any of its subsidiaries.

When you use our services, goods, products and website, we process personal information as explained in this Privacy Policy and as permitted by applicable law. Where consent is required, we will request it separately.

This Privacy Policy applies to the processing of personal information by Fournos Group (Pty) Ltd and its associated entities, where applicable. Where we process personal information on behalf of another party under a contract or mandate, the processing will be governed by the applicable agreement, privacy requirements and relevant data protection legislation. We can change this Privacy Policy from time to time if the law or its business practices requires it.

The version of the Privacy Policy displayed on our website will apply to your interactions with us.

What is personal information?

Personal information refers to any information that identifies you or specifically relates to you. Personal information includes, but is not limited to, the following information about you:*

- Age
- Banking Details
- Belief
- Birth
- Biometric
- Colour
- Conscience
- Correspondence
- Company Details
- Criminal history
- Culture
- Disability
- Education
- E-mail address
- Employment history
- Ethnic origin
- Financial history
- Gender
- Identity number
- Language
- Location information
- Marital Status
- Mental Health
- Medical History
- Name
- National Origin
- Online identifier
- Other particular assignment
- Personal opinions
- Personal preferences
- Personal views
- Physical address
- Physical health
- Pregnancy
- Race
- Religion
- Sex
- Sexual orientation
- Social origin
- Symbol
- Telephone number
- Well-being

*The above are examples of personal information as defined under POPIA and do not necessarily reflect information collected or processed by Fournos Group (Pty) Ltd. We only collect and process information necessary for lawful, specified business purposes.

Personal information includes special personal information, as explained below.

When will we process your personal information?

We will only process your personal information for lawful purposes relating to our business if the following applies:

- if you have consented thereto.
- if a person legally authorised by you, the law, or a court, has consented thereto.
- if it is necessary to conclude or perform under a contract, we have with you.
- if the law requires or permits it.
- if it is required to protect or pursue your, our or a third party's legitimate interest.

What is special personal information?

Special personal information is personal information about the following:

Biometric information	Philosophical beliefs	Sex life
Criminal behaviour	Political persuasion	Trade union membership
Ethnic origin	Race	
Health	Religious beliefs	

When will we process your special personal information?

We may process your special personal information in the following circumstances:

- if you have consented to the processing.
- if the processing is needed to create, use, or protect a right or obligation in law.
- if the processing is for statistical or research purposes and all legal conditions are met.
- if the special personal information was made public by you.
- if the processing is required by law.

When and from where we obtain personal information about you

- We collect information you provide when placing an order, creating an online account, requesting a quotation or contacting us, including relevant contact, billing and collection or delivery details.
- We may receive information from service providers that support our website, online orders and payment processing.
- We collect information about you based on your use of our products, services, or service channels.
- We collect information about you based on how you engage or interact with us such as via our support desk, emails, letters, telephone calls and surveys.

If the law requires us to do so, we will ask for your consent before collecting personal information about you from third parties.

The third parties from whom we may collect your personal information include, but are not limited to, the following:

- partners of our company for any of the purposes identified in this Privacy Policy.
- people you have authorised to share your personal information, such as someone placing an order on your behalf.
- attorneys, tracing agents, debt collectors and other persons that assist with the enforcement of agreements.

- payment processing services providers, merchants, banks, and other persons that assist with the processing of your payment instructions, like EFT transaction partners.
- law enforcement and fraud prevention agencies and other persons tasked with the prevention and prosecution of crime;
- regulatory authorities, industry ombudsman, governmental departments, local and international tax authorities.
- our service providers, agents and sub-contractors like couriers and other persons we use to offer and provide products and services to you.
- courts of law or tribunals.

Reasons we need to process your personal information.

- We will process your personal information for the following reasons:
    - to provide you with products, goods, and services
    - to market our products, goods, and services to you.
    - to respond to your enquiries and complaints.
    - to comply with legislative, regulatory, risk and compliance requirements (including directives, sanctions, and rules), voluntary and involuntary codes of conduct and industry agreements or to fulfil reporting requirements and information requests.
    - to understand customer preferences and improve our products, website and services.
    - to develop, test and improve products and services for you.
    - for historical, statistical and research purposes, like market segmentation.
    - to facilitate and confirm payments for orders.
    - to generate invoices, receipts and proofs of payment.
    - to enable us to deliver goods, documents, or notices to you.
    - for security, identity verification and to check the accuracy of your personal information.
    - to communicate with you and carry out your instructions and requests.
    - for customer satisfaction surveys, promotional offerings.
    - to administer customer loyalty or rewards programmes, where offered.
    - for any other related purposes.

How we use your personal information for marketing

- We may use your personal information to communicate about Fournos products, services, offers and promotions, subject to applicable direct marketing requirements. This may include promotional emails where you have opted in or where another lawful basis for direct marketing applies.
- We will obtain consent for electronic direct marketing where required by law. Marketing emails will include a means to unsubscribe or opt out, and you may ask us to stop sending promotional communications at any time.
- We may communicate through channels such as email, SMS, telephone or other channels you have chosen, where permitted by law.
- If you are not our customer, or in any other instances where the law requires, we will only market to you by electronic communications with your consent.
- In all cases you can request us to stop sending marketing communications to you at any time.

When how and with whom we share your personal information

In general, we will only share your personal information if any one or more of the following apply:

- if you have consented to this.
- if it is necessary to conclude or perform under a contract, we have with you;
- if the law requires it; and / or
- if it's necessary to protect or pursue your, our or a third party's legitimate interest.

Under what circumstances will we transfer your information to other countries?

We will only transfer your personal information to third parties in another country in any one or more of the following circumstances:

- where your personal information will be adequately protected under the other country's laws or an agreement with the third-party recipient.
- where the transfer is necessary to enter into or perform under a contract with you, or a contract with a third party that is in your interest.
- where you have consented to the transfer; and / or
- where it is not reasonably practical to obtain your consent, the transfer is in your interest.

This transfer will happen within the requirements and safeguards of the law. Where possible, the party processing your personal information in the other country will agree to apply the same level of protection as available by law in your country or if the other country's laws provide better protection the other country's laws would be agreed to and applied.

Our website and business service providers may process or store information outside South Africa. Where cross-border transfers occur, we will apply the safeguards required by applicable law.

TAKE NOTE: Your personal information may be shared between Fournos Group (Pty) Ltd and its associated entities, where necessary for legitimate business purposes and in accordance with applicable data protection legislation.

Your duties and rights about the personal information we have about you.

- You must provide proof of identity when enforcing the rights below.

You must inform us when your personal information changes.

Please refer to our Promotion of Access to Information Act 2 of 2000 Manual (PAIA Manual) for further information on how you can give effect to the rights listed below. Download the PAIA Manual.

You have the right to request access to the personal information we have about you by contacting us. This includes requesting:

- confirmation that we hold your personal information.
- a copy or description of the record containing your personal information; and
- the identity or categories of third parties who have had access to your personal information.

We will attend to requests for access to personal information within a reasonable time. You may be required to pay a reasonable fee to receive copies or descriptions of records, or information about third parties. We will inform you of the fee before attending to your request.

Please note that the law may limit your right to access information.

You have the right to request us to correct or delete the personal information we have about you if it is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, obtained unlawfully or we are no longer authorised to keep it. You must inform us of your request in writing. Please refer to our PAIA Manual for further information in this regard, like the process you should follow to give effect to this right. It may take up to 15 business days for the change to reflect on our systems. We may request documents from you to verify the change in personal information.

A specific agreement that you have entered into with us may determine how you must change your personal information provided at the time when you entered into the specific agreement. Please adhere to these requirements. If the law requires us to keep the personal information, it will not be deleted upon your request. The deletion of certain personal information may lead to the termination of your business relationship with us.

You may object on reasonable grounds to the processing of your personal information.

We will not be able to give effect to your objection if the processing of your personal information was and is permitted by law; you have provided consent to the processing and our processing done according to your consent or the processing is necessary to conclude or perform under a contract with you.

Where you have provided your consent for the processing of your personal information, you may withdraw your consent. If you withdraw your consent, we will explain the consequences to you. We may proceed to process your personal information even if you have withdrawn your consent if the law permits or requires it. It may take up to 15 business days for the change to reflect on our systems, during this time we may still process your personal information. You must inform us of any objection in writing. Please refer to our PAIA Manual for further information in this regard, like the process you should follow to give effect to this right.

You have a right to file a complaint with us or any Regulator with jurisdiction about an alleged contravention of the protection of your personal information by us. We will address your complaint as far as possible.

How we secure your personal information

- We will take appropriate and reasonable technical and organisational steps to protect your personal information according to industry best practices. Our security measures (including physical, technological, and procedural safeguards) will be appropriate and reasonable. This includes the following:
- keeping our systems secure (like monitoring access and usage);
- storing our records securely.
- controlling the access to our buildings, systems and/or records; and
- safely destroying or deleting records.
- We review our security practices and apply appropriate safeguards to protect personal information.

How long do we keep your personal information?

We will keep your personal information for as long as:

- the law requires us to keep it.
- a contract between you and us requires us to keep it.
- you have consented for us keeping it.
- we are required to keep it to achieve the purposes listed in this Privacy Policy.

- we require it for statistical or research purposes.
- a code of conduct requires us to keep it; and / or
- we require it for our lawful business purposes.

We may retain records after a customer relationship ends where necessary for lawful business purposes or to comply with legal obligations.

Our cookie policy

A cookie is a small piece of data sent from our websites or applications to your computer or device hard drive or Internet browser where it is saved. The cookie contains information to personalise your experience on our websites or applications and may improve your experience on the websites or applications. The cookie will also identify your device, like the computer or smart phone.

We use cookies and similar technologies to support essential website functions, such as maintaining shopping baskets and processing orders. We also use the Meta Pixel for advertising measurement and to deliver relevant advertisements, including remarketing, where permitted. The Meta Pixel may collect information about interactions with our website and share this information with Meta for these purposes. Other active analytics and advertising technologies are disclosed through our website's cookie controls. Visitors can accept or reject non-essential advertising and tracking cookies through our cookie consent banner. These technologies are only activated once the relevant consent has been obtained. Visitors can also review and change their preferences through the website's cookie settings.