

Privacy policy

1. GENERAL

This privacy policy tells you how we use personal information collected on this website. Please read this privacy policy before using the website or submitting any personal information. By using the website, you are accepting the practices described in this privacy policy. You are encouraged to review the privacy policy whenever you visit the site to make sure that you understand how any personal information you provide will be used.

Please take note that the the privacy practices set forth in this policy are for this website only. If you link to other web sites, please review the privacy policies posted on those sites.

2. COLLECTION OF INFORMATION

2.1. When you purchase something from us, as part of the buying and selling process, we collect the personal information that you provide to us including, but not limited to your name, physical or postal addresses, contact numbers and email addresses.

2.2. We may collect certain information about your visit, such as the name of the Internet service provider and the Internet Protocol (IP) address through which you access the Internet; the date and time you access the website; the pages that you access while at this website, and the Internet address of the website from which you linked directly to this website. This information is used to help improve this website, analyse trends, and administer the website.

3. USE OF INFORMATION

3.1. When you provide us with personal information to complete a transaction, verify your credit card, place an order, arrange for a delivery or return a purchase, we imply that you consent to our collecting it and using it for that specific reason only.

3.2. If we ask for your personal information for a secondary reason, such as marketing, we will either ask for your express consent.

4. THIRD PARTY SERVICES

Any third party provider used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services for which they are contracted to provide.

5. COOKIE/TRACKING TECHNOLOGY

The website may use cookie and tracking technology depending on the features offered. Cookie and tracking technology are useful for gathering information such as browser type and operating system, tracking the number of visitors to the website, and understanding how visitors use the website. Cookies can also help customize the Site for visitors. Personal information cannot be collected via cookies and other tracking technology, however, if you previously provided personally identifiable information, cookies may be tied to such information. Aggregate cookie and tracking information may be shared with third parties.

6. DISTRIBUTION OF INFORMATION

- 6.1. We may share information with governmental departments or other companies assisting us in fraud prevention or investigation, when:
 - 6.1.1. permitted or required by law;
 - 6.1.2. trying to protect ourselves against or prevent actual or potential fraud or unauthorized transactions; or
 - 6.1.3. investigating fraud which has already taken place.
- 6.2. If our business is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.

7. COMMITMENT TO DATA SECURITY

- 7.1. Only authorized employees, agents and contractors (who have agreed to keep information secure and confidential) have access to your personal information.

- 7.2. We take all necessary precautions to secure credit card processing to receive payment for the goods that we sell.
- 7.3. We will not be held liable for security breaches you may experience on your personal computer or other electronic devices used to browse the website, which occur as a result due to lack of adequate virus protection software or spyware which you may have inadvertently installed.

8. CHANGES TO THIS POLICY

- 8.1. We reserve the right to modify this privacy policy at any time.
- 8.2. Changes and clarifications will take effect immediately upon their posting on the website and will not operate retroactively.
- 8.3. If we make material changes to this policy, we will notify you on our home page that this policy has been updated.

9. PRIVACY CONTACT INFORMATION

If you would like to: correct, amend or request us to delete any personal information we have in our possession, register a complaint, or have any questions regarding this policy contact us at roastery@qcoffee.co.za