



Aldaney (Pty)Ltd

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COMPANY PRIVACY POLICY

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1. INTRODUCTION

This Privacy Policy describes how www.aldaney.co.za (the “Site” or “we”) collects, uses, and discloses your Personal Information when you visit or make a purchase from the Site.

2. COLLECTING PERSONAL INFORMATION

When you visit the Site, we collect certain information about your device, your interaction with the Site, and information necessary to process your purchases. We may also collect additional information if you contact us for customer support. In this Privacy Policy, we refer to any information that can uniquely identify an individual (including the information below) as “Personal Information”. See the list below for more information about what Personal Information we collect and why.

Device information:

- **Examples of Personal Information collected:**
Version of web browser, IP address, time zone, cookie information, what pages and products you view on our website, search terms, and how you interact with our Site.
- **Purpose of collection:**
To load our Site accurately for you, and to perform analytics on Site usage to optimise our Site.
- **Source of collection:**
Collected automatically when you access our Site using cookies, log files, web beacons, tags, or pixels
- **Disclosure for business purposes:**
Shared with our payment gateway processor Yoco.

Order information:

- **Examples of Personal Information collected:**
Name, billing address, shipping address, payment information (including tokenised credit card information), email address, and phone number.
- **Purpose of collection:**
To provide products or services to you to fulfil our contract, to process your payment, arrange for shipping, and provide you with invoices and/or order confirmations, communicate with you, screen our orders for potential risk or fraud, and when in line with the preferences you have shared with us, provide you with order history information relating to your orders or advertisements related to new products or specials on offer.

To provide customer support with regard to any orders, queries or any request for information.
- **Source of collection:**
Collected from you.
- **Disclosure for business purpose:**
Shared with our payment gateway processor Yoco.

**Minors:**

The Site is not intended for individuals under the age of 18. We do not intentionally collect Personal Information from children. If you are the parent or guardian and believe your child has provided us with Personal Information, please contact us at info@aldaney.co.za to request deletion.

3. SHARING PERSONAL INFORMATION

We share your Personal Information with service providers to help us provide our services and fulfil our contracts with you, as described above. For example:

- We use Woocommerce to power our online store and Yoco as the payment gateway processor. You can read more about how Woocommerce and Yoco use your Personal Information at the following links:
Woocommerce: <https://automattic.com/privacy/>
Yoco: <https://a.storyblok.com/f/111633/x/b654f2dfd2/privacy-website-app-cookie-policies-document.pdf>
- We may share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

Behavioural Advertising

As described above, we use your Personal Information to provide you with targeted advertisements or marketing communications we believe may be of interest to you. For example:

- We use Google Analytics to help us understand how our customers use the Site. You can read more about how Google uses your Personal Information here: <https://policies.google.com/privacy?hl=en>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.
- We share information about your use of the Site, your purchases, and your interaction with our ads on other websites with our advertising partners. We collect and share some of this information directly with our advertising partners, and in some cases through the use of cookies or other similar technologies (which you may consent to, depending on your location).

For more information about how targeted advertising works, you can visit the Network Advertising Initiative's ("NAI") educational page at <http://www.networkadvertising.org/understanding-online-advertising/how-does-it-work>.

You can opt out of targeted advertising by:

- FACEBOOK - <https://www.facebook.com/settings/?tab=ads>
- GOOGLE - <https://www.google.com/settings/ads/anonymous>
- BING - <https://advertise.bingads.microsoft.com/en-us/resources/policies/personalized-ads>

Additionally, you can opt out of some of these services by visiting the Digital Advertising Alliance's opt-out portal at: <http://optout.aboutads.info/>

4. USING PERSONAL INFORMATION



We use your personal Information to provide our services to you, which includes: offering products for sale, processing payments, shipping and fulfilment of your order, and keeping you up to date on new products and offers.

5. COOKIES

A cookie is a small amount of information that's downloaded to your computer or device when you visit our Site. We use a number of different cookies, including functional, performance, advertising, and social media or content cookies. Cookies make your browsing experience better by allowing the website to remember your actions and preferences (such as login and region selection). This means you don't have to re-enter this information each time you return to the site or browse from one page to another. Cookies also provide information on how people use the website, for instance whether it's their first time visiting or if they are a frequent visitor.

The length of time that a cookie remains on your computer or mobile device depends on whether it is a "persistent" or "session" cookie. Session cookies last until you stop browsing and persistent cookies last until they expire or are deleted. Most of the cookies we use are persistent and will expire between 30 minutes and two years from the date they are downloaded to your device.

You can control and manage cookies in various ways. Please keep in mind that removing or blocking cookies can negatively impact your user experience and parts of our website may no longer be fully accessible.

Most browsers automatically accept cookies, but you can choose whether or not to accept cookies through your browser controls, often found in your browser's "Tools" or "Preferences" menu. For more information on how to modify your browser settings or how to block, manage or filter cookies can be found in your browser's help file.

Additionally, please note that blocking cookies may not completely prevent how we share information with third parties such as our advertising partners. To exercise your rights or opt-out of certain uses of your information by these parties, please follow the instructions in the "Behavioural Advertising" section above.

6. DO NOT TRACK

Please note that because there is no consistent industry understanding of how to respond to "Do Not Track" signals, we do not alter our data collection and usage practices when we detect such a signal from your browser.

7. CHANGES

We may update this Privacy Policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal, or regulatory reasons.

8. CONTACT

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at info@aldaney or by mail using the details provided below:

Aldaney (Pty) Ltd
23 Clifton Ave
Lyttelton Manor x3
0157





If you are not satisfied with our response to your complaint, you have the right to lodge your complaint with the relevant data protection authority. You can contact your local data protection authority, or our supervisory authority here: info@aldaney



DOCUMENT APPROVAL

9. Document Approval

Approved by:	Signatures:
Alzanna Noome Director: Logistics and Training	
Hildsley Noome Chief Executive Officer	
Document Rev: 1.0	Date: August 2022

NOTE: THIS POLICY REVOKES ALL PREVIOUS POLICIES WHICH ARE DIRECTLY OR INDIRECTLY LINKED TO THE SUBJECT MATTER OF THIS POLICY, AS AT THE DATE OF IMPLEMENTATION.



ANNEXURES



----- NO ANNEXTURES-----

----- END ENNEXTURES -----