

Privacy Policy

Last updated: September 2023

We respect your privacy. Please read the privacy policy.

This Privacy Policy is an overview of what happens to your personal information when you visit our website and the plan of action when it comes to protecting your privacy. We respect your privacy and take the protection of personal information seriously. Personal information is any data with which you could be personally identified. Information about data protection can be found in our privacy policy found below.

This policy applies to you if you are (i) visiting our website or (ii) if you are a customer who has ordered any of the goods or requested any of the services that we provide.

Personal Information

Personal information includes:

- information that is collected automatically when you visit our website;
- information collected on submission; and
- optional information that you provide to us voluntarily;

Payment information is **NOT** stored by Pet Creations and is merely passed via encryption to our third-party payment provider/s to process payment.

Links to Other Sites

Our Service may contain links to other sites. By clicking on a third-party link, you will be redirected to that site. Note that we do not operate these external sites. We advise that you review the Privacy Policies of these websites. We have no control over, and assume no responsibility for the content, privacy policies, or practices of any these third-party sites or services.

Acceptance

Accepting all the terms of this privacy policy is a condition to ordering our goods or requesting our services. By ordering products off the Pet Creations website, you agree to the terms and conditions stipulated in this privacy policy.

Legal Capacity

You may not access our website, order 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 its terms.

Your Obligations

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

Collection of Data

Registration

Once you register on our website, you will no longer be anonymous to us. You will provide us with personal information when you register on our website.

This personal information may include but is not limited to your:

- name and surname;
- email address;
- telephone or cell phone number;
- company name, company registration number, and VAT number;
- postal address or street address;

We will use this personal information to fulfil your account, provide additional services and information to you as we think appropriate, and for any other purposes set out in this policy.

Order or Service Request

When you order our goods or request our services from us, you will be asked to provide us with certain information.

Server Log Files

The website provider automatically collects and stores information that your browser transmits to us automatically in “server log files.” These include:

- Browser type and browser version
- Operating system used
- Referrer URL
- Host name of the accessing computer
- Time of the server request
- IP address

These data will not be combined with data from other sources.

Cookies

Cookies are files with small amount of data that is commonly used as an anonymous unique identifier. These are sent to your browser from the website that you visit and are stored on your computer’s hard drive.

Our website uses these “cookies” to collection information and to improve our Service. You have the option to either accept or refuse these cookies and know when a cookie is being sent to your computer. If you choose to refuse our cookies, you may not be able to access some portions of our Service.

Third-Party Cookies

Some of our business partners use their own cookies or widgets on our website. We do not have any access to or control over them. Information collected by any of those

cookies or widgets is governed by the privacy policy of the respective company that created it, and not by us.

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 function 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.

Optional Details

You may also provide additional optional information to us. This includes content or products that you decide to upload or download from our website or when you participate in competitions or promotions, respond to surveys, order other goods or services, or otherwise make use of optional features and functions on our website.

Purpose for Collection

We may use or process any information that you provide to us for the purposes that you indicated when you agreed to provide it to us. Processing includes gathering your personal information, disclosing it, and combining it with other personal information. We collect and process your personal information for various purposes, including but not limited to:

- **products or services purposes** – collecting orders or requests for our products or services
- **marketing purposes**
- **business purposes** – internal and external auditing, accounting purposes and business planning
- **legal purposes**

Data Usage

Obligation

We may use your personal information to fulfil our obligations to you.

Updates and Messages

We may send administrative messages and/or email updates to you about the website. In some cases, we may also send you primarily promotional messages. You can choose to opt-out of promotional messages.

Regulators

We may disclose your personal information as required by law or governmental audit.

Law Enforcement

- by court order;
- to comply with any laws of South Africa;
- to protect the safety of any individual or the general public; and
- to prevent violation of our customer relationship terms.

Selling

We will not sell personal information. No personal information will be disclosed to anyone except as stipulated in this privacy policy.

Change of Ownership

If we undergo a change in ownership, or a merger with, acquisition by, or sale of assets to, another entity, we may assign our rights to the personal information we process to a successor, purchaser, or separate entity. We will disclose the transfer on the website. If you are concerned about your personal information migrating to a new owner, you may request us to delete your personal information.

Security

We take the security of personal information seriously and always do our best to comply with applicable data protection laws. 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.

Accuracy and Up to Date

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. We may request you to update your personal information on the website from time to time. You can review or update any personal information that we hold on you by emailing us or phoning us. Please note that to better protect you and safeguard your personal information, we take steps to verify your identity before granting you access to your account or making any corrections to your personal information.

Date 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 (i)retention of the record is required or authorised by law or (ii)you have consented to the retention of the record.

During the period of retention, we will continue to 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.

Limitation

We are not responsible for, give no warranties, nor make any representations in respect of the privacy policies or practices of linked or any third-party websites.