



Privacy Policy

Introduction

- This policy applies to all visitors to our website and users of the services that we offer (“you” and “your”).

Purpose of this policy

- We respect your privacy and the protection of personal information is paramount to our business. The purpose of this policy is to describe the way we collect, store, use and protect information that can be associated with a specific natural or juristic person and can be used to identify that person (“personal information”).

The collection of personal information

- Upon registration and on redemption of any voucher on our website, you will no longer be anonymous to us as you will voluntarily provide us with personal information. This personal information will include:
 - a. Name
 - b. Surname
 - c. Age
 - d. Optional information that you voluntarily provide to us.
 - i. This includes user generated content or information that you provide in respect of the services that you decide to use on our website.
 - ii. Should you choose the gifting option offered, the optional information that you will provide would be the personal information of a third party and it will be deemed that the third party consents to the processing of their personal information.
- This excludes such personal information such as:
 - non-personal statistical information collected and compiled by us and information that you have provided voluntarily in an open, public environment or forum including (without limitation) any blog, chat room, community, classifieds or discussion board. Because the information has been disclosed in a public forum, it is no longer confidential and does not constitute personal information subject to protection under this policy.
 - When you access our website, we may send one or more cookies (small text files containing a string of alphanumeric characters) to your computer to collect certain usage information. We use session cookies (which disappear after you close your browser) and persistent cookies (which remain after you close your browser which can be removed manually) and may be used by your browser on subsequent visits to our website. We use information gathered by cookies to improve the website.
 - 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 act 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.

Acceptance of terms

- You must accept all the terms of this policy when you register for any of our services, you are deemed to have read, understood, accepted, and agreed to be bound by all its terms.

Changes

- We may change the terms of this policy at any time. We will notify you of any changes by placing a notice in a prominent place on the website or by email. If you do not agree with the change you must stop using the services. If you continue to use the services following notification of a change to the terms, the changed terms will apply to you and you will be deemed to have accepted such terms.

Consent to collection of personal information

- We will obtain your consent to collect personal information:
 - In accordance with applicable law; and
 - At the time you provide us with any registration information and/or optional information.

Use of personal information obtained via the website

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

Disclosure

- We may share your personal information with an affiliate, in which case we will seek to require the affiliates to honour this privacy policy.
- Our service providers under contract who help with parts of our business operations (fraud prevention, bill collection, marketing, technology services). Our contracts dictates that these service providers only use your information in connection with the services they perform for us and not for their own benefit;
- With regard to Regulators, if you contact us regarding your experience with using any of our products, we may disclose your personal information as required by law or governmental audit.
- Law enforcement: We may disclose personal information if required:
 - by a subpoena or court order;
 - to comply with any law;
 - to protect the safety of any individual or the general public;
 - to prevent violation of our terms of service.
- We will not sell personal information. No personal information will be disclosed to anyone except as provided in this privacy policy.
- Marketing purposes: We may disclose aggregate statistics (information about the customer population in general terms) about the personal information to advertisers or business partners.

- 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.
- Employees: We may need to disclose personal information to our employees that require the personal information to do their jobs.

Security of personal information

- We protect your personal information using computer safeguards such as firewalls and data encryption to protect personal information, and we authorize access to personal information only for those employees who require it to fulfil their job responsibilities.

Accurate and up to date information

- We will try to keep the personal information we collect as accurate, complete and up to date as is necessary for as long as you use the website. From time to time we will request you to update your personal information on the website. You are able to review or update any personal information that has been retained on your user profile by accessing your account on the website, by emailing us or by phoning us.
- Please note that in order to better protect you and safeguard your personal information, we do take steps to verify your identity before granting you access to your account or making any corrections to your personal information.
- You may choose to correct or update the personal information you have submitted to us, by clicking the menu in any of the pages on our website.

Retention of personal information

- We will only retain your personal information for as long as it is necessary to fulfil the purposes of the services offered to you, unless:
 - retention of the record is required or authorised by law; or
 - 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.

Request for the deletion of personal information

- At any time, you may request that WeGrowSA delete your Personal Information from the mailing list and/or platform.
- In order for your Personal Information to be deleted by WeGrowSA, you will be required to send an email to unsubscribe@wegrowsouthafrica.co.za requesting the deletion.
- Once WeGrowSA has received your request, you will receive the following form to complete, in compliance with the POPI Act: “ FORM 2 Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information in Terms of Section 24(1) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013).”

- Kindly ensure that you complete all information required on FORM 2 and send the completed FORM 2 to WeGrowSA using the same email address as stated above.
- Once WeGrowSA has received the correctly completed FORM 2, your Personal Information shall be deleted within 5 (Five) to 7 (Seven) working days.
- Once your information has been deleted, you will receive confirmation that your Personal Information has been deleted.

Limitation

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

Enquiries

- If you have any questions or concerns arising from this privacy policy or the way in which we handle personal information, please contact us on 011 236 7830.

How to lodge a complaint with the information regulator

- If you have any complaints about this Privacy Policy or our compliance with this Privacy Policy you can lodge a complaint with the Information Regulator. The contact details of the Information Regulator are available on its website at:<https://justice.gov.za/inforeg>