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## FIERY CHEF WEBSITE PRIVACY POLICY

**By using this website, you signify your acceptance of this Privacy Policy. If you do not agree, please exit this website. Your continued use of the website following the posting of changes to this Policy will mean that you accept those changes.**

### Introduction

Protecting users' privacy is of utmost importance to us. Accordingly, we have developed this Privacy Policy to safeguard users' personal information, and to protect your confidential personal information. This privacy policy applies to all the web pages related to this website.

Unless the context clearly indicates to the contrary, any term in this Privacy Policy will bear the same meaning as defined in any of our Terms and Conditions, Terms of Registration, or Conditions of Use, as applicable and appearing on this site.

### Personal Information

For purpose of this Privacy Policy, "personal information" means the user's name, identifying number/s (eg. social security number, identity number, passport number, registration number), billing and shipping details, physical and postal addresses, e-mail addresses, telephone number/s, financial details, profiling information, and any other personal or sensitive information disclosed to us or acquired by us through this website. We may also collect certain information following your visit to this website, 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 that you access the site; the pages that you access while on the site; the Internet address of the website from which you link directly to this site; your location information; information specific to the device you use to access this website. We may also store information when you interact with adverts on our site. Personal information gathered by us, including through our online contact us, subscribe and order forms, and comment boxes may be used to personally identify users that subscribe to our service or purchase from this website.

We will not ask you to disclose personal information relating to your religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life except where such information is relevant and necessarily required for us to deliver our services, or otherwise required by law.

We may use personal information to help improve this website and our service offerings, analyse trends, and administer this website. We may also use your email address, telephone number and other contact details to inform you about our products and services, let you know about changes and improvements to this website, and generally communicate with you. Personal information will not be used for any purpose other than that which is stated in this Policy or in any Terms & Conditions of using our service, Terms of Sale, Terms of Registration or Conditions of Use.

By registering, accepting our terms or conditions, purchasing products and services, or submitting any personal information, and by browsing and interacting on this website, you consent to the collection and use of your personal information, subject to the limitations set out in this Privacy Policy.

Personal information may be collected when a user registers on this website, submits an application form, subscribes, requests a quote, submits a message via our "Contact Us" facility, places an order, responds to a survey, or in any other manner or form submits personal information via this site. Personal information may also be collected through this website for the purpose of improving our service offering and increasing service efficiency. Personal information may be collected, processed, and retained on servers located outside of the country in which you live.

We will use our best endeavours to keep the personal information collected through this website as accurate, complete, and up to date as is necessary for the purposes mentioned herein. We may, from time to time, request you to update your personal information on the website. On request, you are able to review or update any personally identifiable information belonging to you that we have recorded and retained. In order to better protect and safeguard personal information, you may be required to verify your identity before being granted access to any personal information or being permitted to make any corrections to the information.

This website may use encryption, firewalls and other security technology and procedures to help protect the confidentiality of personal information and prevent unauthorised access or improper use thereof. All personal information is stored in the website's database, and secured in accordance with industry standards. Notwithstanding, we do not guarantee the protection of personal information from hacking, theft or unauthorised access, and we will not be responsible for any damages that may be suffered as a result of hacking, theft or unauthorised access. In the unlikely event that your personal information is compromised, including through hacking, theft or unauthorised access, we will notify you so that you can take any precautionary measures that you feel may be required.

Personal information will be retained for as long as it is necessary to fulfill the purposes mentioned herein. We may also be required by law to retain personal information for prescribed periods of time or in prescribed formats. We will delete your personal information from our records upon your request. Deletion of personal information, whether at our instance or at your request, is not necessarily absolute, despite our best endeavours, as there may be residual copies of the information in our back-up systems that we cannot delete as this could affect the security and integrity of our systems.

### **Disclosure**

We may disclose personal information to other persons for certain specified purposes, including for credit information sharing, debtor tracing, marketing, and contract administration. We will also provide personal information to law enforcement and other competent authorities in response to lawful requests and including where we believe that the disclosure of the information is necessary: for any criminal or civil legal investigation; to detect or prevent fraud or other criminal activities; to protect any person or the general public from harm or suffering loss or damages.

Where we use domain administrators and outsourced IT suppliers, these administrators and suppliers may need to or may be able to access personal information in order to perform their services optimally. We may also appoint consultants to help us collect, interpret, and use personal information in line with this Policy. Any third party administrators and suppliers appointed by us will be required to adhere to this Policy.

We may from time to time share non-personally identifiable information, such as aggregated information, statistics, and trends, with other companies, organisations and persons, including our publishers, marketers, and social media consultants.

If ownership of this website is transferred to someone else, all personal information in our possession may be transferred to the new owner.

If we disclose personal information to third parties, we will limit the disclosure to the information necessarily required by the third party to fulfill the purpose for the disclosure.

Other than in accordance with this Policy or necessary to deliver goods or services, we will not sell, share, or rent personal information to any companies, organisations or persons outside of our group structure without obtaining your consent, and any information that is disclosed will be on a need-to-know basis. We will ask you for consent before we use your personal information for any purpose not set out in this Policy.

### **Cookies**

We may from time to time make use of cookie technology, which comprises a small text file that is stored on your computer's hard drive containing information about you, so that the next time you visit the website, the cookie is able to identify who you are. This enables us to achieve our goal of providing a valuable online experience to our users. You are, however, able to disable this cookie technology in your internet browser. Should you decide to do this, be aware that disabling cookies may result in services on this website not functioning correctly, optimally, or as you would like.

### **Liability**

While we will do all things reasonably necessary to protect our users' rights of privacy whilst on the website, we cannot be held liable for any unauthorised or unlawful access to, or use, corruption or disclosure of any personal and confidential information.

### Changes to the Privacy Policy

We may need to change this policy from time to time to address new issues and reflect changes on our site. We will post those changes here so that you will always know what information we gather, how we might use that information, and whether we will disclose that information to anyone. Please refer back to this policy regularly.

### Credit Card Acquiring and Security

Where credit card transactions are processed, we have implemented prudent security policies and procedures. No credit card details are stored on our website unless otherwise expressly advised, and in all instances customer details are stored separately from credit card details. All encryption complies with international standards. Encryption is used to protect the transmission of personal information when completing online transactions.

Credit card transactions are processed by an approved payment gateway.

We only process refunds to the credit card used at the time of purchase. Please allow 30 days for any refund to appear on your credit card statement. Any refunds granted are subject to our terms of purchase.

### Complaint and Dispute Procedure

In the event of any complaints or disputes, please email us at [orders@fierychef.co.za](mailto:orders@fierychef.co.za) with the full details of your complaint or dispute. We may require you to provide additional information and details before we are able to resolve the complaint or dispute. We endeavour to resolve complaints and disputes within 48 hours after our receipt of all the relevant information.

### Corporate Details

Registered name: Fiery Chef

Place of registration: South Africa

If you have any questions or concerns about our privacy policy, please contact us on:

Email address: [orders@fierychef.co.za](mailto:orders@fierychef.co.za)

**By using this Website, you consent to the collection, processing, and disclosure of personal information in accordance with this Policy.** If you wish to withdraw your consent to this Policy at any time in the future, you may do so by requesting us, in writing, to archive or delete your personal information in our records. Deletion of your personal information may, however, be subject to any applicable requirements placed on us by law to retain the personal information.