

SOULMADE BRANDING

POPIA & PRIVACY POLICY

Business Name	SoulMade Branding
Email	soulmadebranding24@gmail.com
Contact Number	068 690 8421
Address	24 Nwanetsi Avenue, Ivypark, Polokwane, Limpopo, 0699

1. PURPOSE OF THIS POLICY

SoulMade Branding respects your right to privacy and is committed to protecting personal information in accordance with applicable South African data-protection laws, including the Protection of Personal Information Act 4 of 2013 (POPIA). This Privacy Policy explains what personal information we may collect, why we collect it, how we use it, and the choices available to you.

2. PERSONAL INFORMATION WE MAY COLLECT

Depending on the service you request, we may collect information such as your name and surname, telephone number, email address, delivery or collection details, business details, social-media information supplied for design purposes, photographs or artwork supplied by you, and transaction or order information. We only collect information that is reasonably necessary for providing our products and services or managing our business relationship with you.

3. HOW WE USE YOUR INFORMATION

We may use your personal information to communicate with you, prepare quotations and invoices, process orders and payments, create or customise designs and printed products, arrange collection or delivery, provide customer support, maintain business records, and meet legal or regulatory obligations. Where required, we will request consent before using information for additional purposes.

4. CUSTOMER ARTWORK, PHOTOS AND DESIGNS

Any photographs, logos, artwork, text or other material supplied to SoulMade Branding for a design or printing order may be processed solely for the purpose of completing the requested service. Customers remain responsible for ensuring that they have the necessary rights, permissions and consent to provide material for use in an order.

5. SHARING OF PERSONAL INFORMATION

SoulMade Branding does not sell personal information. We may share information only when reasonably necessary to provide a requested service, for example with a delivery provider or service provider, where you have authorised the sharing, or where disclosure is required or permitted by law. We take reasonable steps to ensure that third parties handle information appropriately.

6. HOW WE PROTECT YOUR INFORMATION

We take reasonable technical and organisational measures to protect personal information against loss, misuse, unauthorised access, alteration and disclosure. However, no method of electronic storage or transmission is completely secure, and we cannot guarantee absolute security.

7. RETENTION OF INFORMATION

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, to provide ongoing customer service, to maintain appropriate business records, or to meet legal and accounting obligations. Information may then be securely deleted or anonymised where appropriate.

8. YOUR RIGHTS

Subject to applicable law, you may request access to personal information held about you, ask us to correct inaccurate or incomplete information, object to certain processing, or request deletion where legally appropriate. To make a request, please contact SoulMade Branding using the contact details in this policy.

9. DIRECT MARKETING AND SOCIAL MEDIA

Where SoulMade Branding uses contact information for marketing, we will do so in accordance with applicable law and any required consent. You may request to stop receiving promotional communications at any time. Content shared publicly by a customer on social-media platforms remains subject to the privacy settings and terms of those platforms.

10. COOKIES AND WEBSITE INFORMATION

If SoulMade Branding operates a website that uses cookies, analytics or similar technologies, visitors may receive information about those technologies through the website. Where required, visitors will be given appropriate notice and choices regarding non-essential cookies or similar tracking technologies.

11. CHANGES TO THIS POLICY

SoulMade Branding may update this Privacy Policy from time to time to reflect changes in our services, legal requirements or business practices. The latest version should be made available through our official communication channels or website.

12. CONTACT US

For questions, requests or concerns about privacy or the processing of personal information, please contact SoulMade Branding:

Email: soulmadebranding24@gmail.com

Phone: 068 690 8421

Address: 24 Nwanetsi Avenue, Ivypark, Polokwane, Limpopo, 0699

Important note: This document is a general business privacy-policy template and should be reviewed for your specific website practices and legal requirements before publication.