

POPIA - Privacy Policy

W RETAIL AND INTERIOR DESIGN CC T/A W DESIGN will always keep your Personal Information confidential and will only process information that is required to enable us to perform our obligations and provide you with the best possible service!

Our website is owned and operated by W DESIGN For the purpose of these clauses, "Personal Information" shall be defined as detailed in the Protection of Personal Information Act No. 4 of 2013 (POPI).

By visiting <https://w-design.co.za/> you are agreeing to the terms of this Website Privacy Policy and the accompanying Terms and Conditions.

1. Processing of Personal information

W DESIGN undertakes not to sell, share, or trade any personal information collected through general business actions or online. Personal Information collected online will only be disclosed to our service providers where required to perform a service to customers.

It should be made clear that you have no legal obligation to provide us with any Personal Information and the submission of such information is entirely subject to your sole discretion and consent. However, if you will not provide us with the required information, we may not be able to provide you with the information/services requested by you.

2. Collection and Purpose of Personal Information

2.1. When you appoint us or commence an enquiry with us, we collect:

- Name and Surname
- E-mail Address

2.2. When you appoint W DESIGN, whether for initial investigations or a final appointment, we collect:

- Telephone Number
- Delivery Address
- ID number / passport number; and
- Invoicing Information such as Vat Numbers
- Info for Local Authority Applications, such as Title deeds, Business partner Numbers, copies of Id Documents, or Rates Accounts, copies existing Drawings of related properties or buildings.
- Use of a digital signature may be requested for completion of Applications forms for a specific Project, this will be subject to your express consent in a separate letter of agreement.
- In performing an Interior Design Service, tenders and contract, and certifications, site investigations and assessments certain information is required to enable this.
- If a refund is required, we may request your bank account details to make payment.

3. How we use your Personal Information

3.1. The Personal Information we collect from you will be used in some or all the following ways:

- To identify you as the Owner/Employer or Company representative in an application / contract
- To reply to requests for information, quotations or for any other kind of request from you.
- To deliver documents or Drawings to you.
- To provide you with information (if you have opted in to receive marketing material).
- To inform you of new features, special offers and promotional competitions offered by us and our partners (if you have opted in to receive marketing material).

3.2. Our third-party service providers use your information to:

- 3.2.1. Enable us to deliver products, samples and occasionally marketing e-mails to you.
- 3.2.2. Deliver Drawings or Documents to you.

It is important to remember that we do not control the privacy practices of these (or any other) third-party services. We therefore encourage you to read the privacy policies of these services before using our website. Please request identity of the third-party provider and we'll be happy to refer you.

4. Updating Your Personal Information

Should your personal information change, please inform us and provide us with updates to your personal information as soon as reasonably possible to enable us to update your personal information.

5. Security of Your Personal Information

W DESIGN ensures that all information collected will be safely and securely stored. Your information shall be processed and stored for as long as required by the purpose for which it has been collected for.

We protect your Personal Information by:

- Restricting access to personal information
- Maintaining technology products to prevent unauthorised computer access.
- Securely destroying your personal information when it's no longer needed for our record retention purposes.

6. Disclosure of Personal Information

- 6.1. We will not share your information with any third parties other than:
- Employees and/or third-party service providers (including our couriers and payment service providers) directly related to assisting you with the use of the Website, delivery of the information/products you have requested, purchased or require from the Website or a supplier as applicable, and processing your refunds.
 - To our suppliers for them to liaise directly with you if it is necessary.
- 6.2. In exceptional circumstances we may be required to disclose Personal Information, such as when there are grounds to believe that the disclosure is necessary to prevent a threat to life or health, or for law enforcement purposes.
- 6.3. We will ensure that all of our employees, third party service providers, divisions and partners (including their employees and third-party service providers) having access to your personal information are bound by appropriate and legally binding confidentiality, data sharing agreements and non-use obligations (save as permitted herein) in relation to your personal information.
- 6.4. You have the right to request the identity of all third parties who have access to your personal information.
- 6.5. W DESIGN is committed to complying with the Protection of Personal Information Act 4 of 2013 as well as the Promotion of Access to Information Act 2 of 2000 and its principles.
- 6.6. If you believe that your privacy has been breached by W DESIGN, please contact us at leona@w-design.co.za and we will resolve the issue.

7. W DESIGN e-mail disclaimer

- 7.1 All e-mails and any attachments sent by W DESIGN thereto may contain confidential and proprietary information.
- 7.2 E-mails are intended for the addressee only and should only be used by the addressee for the related purpose. Any recipient of email to whom it is not addressed may not use, disclose, copy, redirect or print the content and must notify the sender by replying to him or her. Any disclosure, copying, distribution of or any action taken or omitted in reliance on this information is prohibited and may be unlawful.
- 7.3 The views expressed, unless otherwise stated, are those of the sender and not those of W DESIGN or its management.
- 7.4 The intellectual property in the content of any email is retained by the holder of that intellectual property.
- 7.5 E-mails cannot be guaranteed to be secure or free of errors or viruses. No liability or responsibility is accepted for any interception, corruption, destruction, loss, late arrival, or incompleteness of or tampering or interfering with any of the information contained in this e-mail or for its incorrect delivery or non-delivery or for its effect on any electronic.
- 7.6 No email sent to W DESIGN shall be deemed to have been received by W DESIGN or its agent(s) until W DESIGN has responded to it. Failure to respond shall not constitute a response.
- 7.7 Neither W DESIGN nor the sender of any email will be liable to any person for direct, indirect, or consequential damages flowing from its use by any recipient.

8. Your Rights

You have the right to do the following:

- 8.1. Withdraw your consent at any time.
- 8.2. Object to processing of their Data.
- 8.3. Access their Data.
- 8.4. Verify and seek rectification.
- 8.5. Restrict the processing of their Data.
- 8.6. Have their Personal Data deleted or otherwise removed.
- 8.7. Receive their Data and have it transferred to another controller.
- 8.8. Lodge a complaint.

Changes to the Privacy Policy

W DESIGN reserves the right to modify and change the Privacy Policy at any time. Any changes to this policy will be published on our website