

FABRIC & DECOR CONCIERGE

PRIVACY POLICY

We process your information for purposes based on legitimate business interests, the fulfilment of our contract with you, compliance with our legal obligations, and/or your consent.

We use personal information collected via our Website and other social media platforms, for a variety of business purposes described below. We process your personal information for these purposes in reliance on our legitimate business interests, to enter into or perform a contract with you, with your consent, and/or for compliance with our legal obligations. We indicate the specific processing grounds we rely on next to each purpose listed below.

1. We acknowledge that you are entrusting some of your personal information to us by using this site.
2. We respect your privacy and will only use your information for the purposes described below.
3. This website is designed for use by persons over the age of 18 years. Please do not enter your personal information on our site if you are under 18.
4. Should your personal information change, please provide us with up-to-date details before making a purchase on our website.
5. You agree to provide accurate and current information, and not to impersonate or misrepresent any person or entity or falsely state or otherwise misrepresent your affiliation with anyone or anything.
6. By using this website, you consent that your personal information may be processed as defined in the Protection of Personal Information Act ("POPIA") and specifically consent that:
 - 6.1 it may be retained for the duration of the commercial relationship between the Parties and a period of five years after the last payment received from you, as well as that;
 - 6.2 it may be collected (including collection from any third party or source other than you), received, recorded, organised, collated, stored, updated, modified, retrieved, altered, consulted, used, processed for the purpose of direct marketing, transmitted - including transmission to a third party in a foreign country, distributed or made available - also in another form, subject to further processing, merged, linked, restricted, degraded, erased and destroyed.
7. Despite the consent above, we will not, without your express consent, use your personal information for any purpose except -
 - 7.1 in relation to the ordering, selling and delivery of our goods;
 - 7.2 to contact you regarding current or new goods or services or any other goods offered by us or any of our divisions, affiliated and/or partners (unless you have opted out from receiving marketing material from us);

- 7.3 to inform you of new features, special offers and promotional competitions offered by us or any of our divisions, affiliates and/or partners (unless you have opted out from receiving marketing material from us); and
- 7.4 to improve our product selection and your experience on our website by, for example, monitoring your browsing habits, or tracking your sales on the website; or
- 7.5 disclose your personal information to any third party except:
 - 7.5.1 to our employees and third-party service providers who assist us to interact with you, for the ordering of goods or when delivering goods to you;
 - 7.5.2 to our divisions, affiliates and/or partners (including their employees and third party service providers) for them to interact with you via email or any other method for purposes or sending you marketing material regarding any current or new goods or services, new features, special offers or promotional items offered (unless you have opted out from receiving marketing material from us);
 - 7.5.3 to law enforcement, government officials, fraud detection agencies or other third parties when we believe, in good faith, that the disclosure of personal information is necessary to prevent physical harm or financial loss, to report or support the investigation into suspected illegal activity, or to investigate a breach of our Terms and Conditions;
 - 7.5.4 to our service providers who help with parts of our business operations (fraud prevention, marketing, technology service, etc.). Our contracts with our service providers stop them from using your information for their own benefit; and
 - 7.5.5 to our suppliers, for them to contact you directly regarding any faulty goods you have purchased which requires their involvement.
- 8. We are entitled to use or disclose your personal information if such use or disclosure is required to comply with any applicable law, *sub poena*, Order of Court or legal process served on us, or to protect and defend our rights. In the event of a fraudulent online payment, we are entitled to disclose relevant personal information for criminal investigation purposes or in line with any other legal obligation for disclosure of the personal information.
- 9. We will ensure that all our employees, third party service providers, divisions, affiliates and partners (including their employees and third-party service providers) having access to your personal information, are bound by appropriate and legally binding confidentially obligations in relation to your personal information.

If you have questions or comments about this notice, you may contact our Information Officer by email on info@fdc.co.za or 060 483 6424