

PRIVACY POLICY

Effective Date: 23 July 2026

Greenheart Press (“Greenheart Press”, “we”, “us” or “our”) respects your privacy and is committed to protecting your personal information in accordance with the **Protection of Personal Information Act 4 of 2013 (POPIA)** and other applicable South African laws.

This Privacy Policy explains how we collect, use, store and protect personal information when you visit or use our website and when you purchase our children’s books.

1. Personal Information We Collect

When you use our website or purchase a book from us, we may collect personal information that you voluntarily provide, including:

- Your name and surname
- Contact details
- Email address
- Telephone number
- Billing information
- Delivery information
- Postal or physical address
- Information relating to your order or purchase
- Communications you send to us
- Any other information you voluntarily provide to us

We may also automatically collect limited technical information when you visit our website, such as your IP address, browser type, device information and information about how you interact with our website.

2. How We Use Personal Information

We may use your personal information to:

- Process and fulfil purchases
- Provide products and services requested by you
- Communicate with you about your orders
- Respond to enquiries and requests
- Arrange delivery of purchased products
- Process payments through applicable payment services
- Maintain records required by law
- Improve our website and customer experience
- Detect and prevent fraud, abuse or unlawful activity

- Maintain the security and functionality of our website
- Comply with legal and regulatory obligations
- Send marketing communications where permitted by law and where appropriate consent has been obtained

We will only process personal information for lawful and reasonable purposes.

3. Children's Privacy

Our website offers children's books, but the website is intended primarily for adults, parents, guardians, educators and other purchasers.

We do not knowingly seek to collect personal information directly from children without appropriate consent from a parent or legal guardian.

Parents and guardians are encouraged to supervise children's use of the website.

If we become aware that we have collected personal information from a child in circumstances where appropriate consent was not obtained, we will take reasonable steps to address the situation and delete the information where legally required.

4. Sharing Personal Information

We do not sell or rent your personal information to third parties.

We may share relevant personal information with trusted service providers where reasonably necessary to operate our business and provide services to you. This may include service providers involved in:

- Website hosting
- Website security
- Payment processing
- Order processing
- Product fulfilment
- Delivery and logistics
- Information technology
- Accounting and record keeping

These service providers may only process personal information as necessary to provide their services or as otherwise permitted by law.

We may also disclose personal information where required or permitted by law, regulation, court order or lawful governmental request.

5. Direct Marketing

Where permitted by applicable law, we may send information about our books, products, promotions or services.

You may unsubscribe from marketing communications at any time by following the unsubscribe instructions contained in the communication or by contacting us.

6. Cookies and Website Technologies

Our website may use cookies and similar technologies to:

- Enable website functionality
- Remember user preferences
- Improve website performance
- Understand how visitors use the website
- Help maintain website security
- Support marketing or analytics activities where applicable

You may adjust your browser settings to manage or reject cookies. Certain website functions may not operate correctly if cookies are disabled.

7. Security

We take reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse, disclosure, alteration or destruction.

However, no electronic transmission or storage system can be guaranteed to be completely secure.

8. Retention of Personal Information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected or as required by applicable law.

9. Your Rights

Subject to applicable law, you may have the right to:

- Request access to personal information we hold about you
- Request correction of inaccurate personal information
- Request deletion of personal information where legally permissible
- Object to certain processing activities
- Withdraw consent where processing is based on consent
- Object to direct marketing
- Lodge a complaint concerning the processing of your personal information

We may need to verify your identity before processing certain requests.

10. Third-Party Websites

Our website may contain links to third-party websites or services.

We are not responsible for the privacy practices, security or content of third-party websites. You should review the privacy policies of those websites before providing personal information.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

The updated version will be published on our website and will take effect from the date stated at the beginning of the updated policy.

12. Contact

If you have questions or concerns about this Privacy Policy or the processing of your personal information, please contact Greenheart Press through the contact information available on our website.