

Privacy Policy

Effective Date: 01 April 2025

Business Name: Ncokola.com

Website: Ncokola.com

1.

Introduction

We are committed to protecting your personal information and your right to privacy. This policy outlines how we collect, use, store, and safeguard your data in compliance with the Protection of Personal Information Act (POPIA).

2.

What Information We Collect

We may collect the following types of personal information:

- Full name
- Contact information (email address, phone number, physical address)
- Payment information (via secure third-party processors like Yoco)
- Any other information you voluntarily provide

3.

How We Collect Information

We collect personal information when you:

- Make a booking or purchase on our website
- Contact us via forms or email
- Subscribe to our newsletter or updates
- Use our website (via cookies and usage tracking)

4.

Why We Collect Your Information

Your information is collected to:

- Fulfill bookings or orders
- Communicate with you regarding your requests
- Improve our website and customer experience
- Comply with legal and financial obligations

5.

How Your Information Is Protected

We use secure encryption protocols and trusted payment platforms like Yoco, which use the highest available encryption to ensure your financial information is protected. Yoco is legally obligated to protect your data and use it only in ways you authorize.

We also limit access to your data and implement security safeguards to prevent unauthorized access, loss, or misuse.

6.

Sharing of Information

We do not sell or share your personal information with third parties unless:

- You have given consent
- It's necessary to complete a transaction
- We are legally required to do so

7.

Your Rights Under POPIA

As a data subject, you have the right to:

- Access and correct your personal data
- Withdraw consent at any time
- Lodge a complaint with the Information Regulator

8.

Contact Us

If you have questions or would like to exercise your rights, please contact:

[Ncokola.com](https://ncokola.com)

Email: support@ncokola.com

Phone: +27764395982