



Privacy Policy

Cape Foto will, at all times, 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! We take our customers privacy very seriously and will take all reasonable and required steps to protect your Personal Information. We will only collect and use your personal information as outlined below.

For the purpose of this clause, "Personal Information" shall be defined as detailed in the *Protection of Personal Information Act No. 4 of 2013 (POPI)*.

1. Access to your Child's Photographs

Access to a child's school photographs is limited to registered parents' email addresses.

Specifically, access to your child's **individual photographs** will only be granted to the following:

- **Cape Foto** user accounts with email addresses registered to the parent of the learner.
- The Photograph Coordinator at the learner's school.

Access to **group photographs** in which your child is a part:

- **Cape Foto** user accounts with email addresses registered to the parents of learners who are also in the group photograph.
- The Photograph Coordinator at the learner's school.

2. Processing of Personal Information

Cape Foto undertakes not to sell, share or trade any personal information collected online. Personal information collected online will only be disclosed within our company and service providers where required to perform a service to customers or improve your online experience.

After placing an order **Cape Foto** will send you transactional emails for the purpose of tracking your order and keeping you informed. When placing an order, you consent to **Cape Foto** contacting you for purposes relating to your order. Transactional emails are not considered marketing communications and/or direct marketing.

Any complaints regarding the processing of Personal Information may be sent to us (orders@capefoto.co.za) and will be addressed as a matter of urgency.

2. Collection of Personal Information

2.1 When you create an account the personal information we collect the following:



- Name and Surname
- Cell Phone Number
- Email Address
- Child's Details (School, Grade, Name and Surname)

If a refund is required we may request your bank account details in order to make payment.

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

- To identify you
- To deliver the products you have purchased from **Cape Foto**
- To update you on the delivery of the product and for customer support purposes
- To provide you with relevant product information

2.3 When you register as a user on **Cape Foto's** website, we will also use your Personal Information to send you marketing and/or promotional materials from time to time. You can unsubscribe from marketing information at any time by using the unsubscribe function within the electronic marketing material.

2.4 Cape Foto may also collect non-personal browsing habits and click patterns.

3. Updating Your Personal Information

You can update your Personal Information anytime by accessing your account on **Cape Foto's** website.

4. Security of Your Personal Information

Cape Foto ensures that all information collected will be safely and securely stored. We protect your Personal Information by:

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

Cape Foto does not collect your payment information. We use the external payment gateway PayFast which have their own security measures in place.

5. Disclosure of Personal Information

5.1 We will not share your information with any other organisations other than related companies and those third parties directly related to the delivery of the products you have purchased from **Cape Foto's** website.



5.2 In exceptional circumstances **Cape Foto** 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.

5.3 **Cape Foto** 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.

5.4 If you believe that your privacy has been breached by **Cape Foto** please contact us at orders@capefoto.co.za and we will resolve the issue.

6. Collection of Computer Data

6.1 Take note that our website makes use of "cookies" to automatically collect non-personal browsing habits and click patterns and to provide you with certain features on the website.

6.2 If you do not wish for your information to be collected through the use of cookies, there is a simple procedure in most browsers which allows you to disable the cookie feature. If you do not disable the "cookie" feature, you consent to our use of the information collected by using that cookie.

6.3 This information is collected for analysis and evaluation in order to help us improve our site and the services and products we provide. This data will not be used in association with any other Personal Information.

6.4 When you visit Cape Foto, our company servers will automatically record information that your browser sends whenever you visit a website, unless you disabled the "cookie" feature. This data may include:

- Your computer's IP address
- Browser type
- Webpage you were visiting before you came to our site
- The pages with Cape Foto you visit
- The time spent on those pages, items and information searched for on our site, access times and dates, and other statistics.

7. Changes to the Privacy Policy

Cape Foto reserves the right to modify and change the Privacy Policy at any time. Any changes to this policy will be published on our site.

8. Complaints about Breaches of Privacy

If you are not satisfied with the way in which we handle your Personal Information, please don't hesitate to contact us at capefoto@zsd.co.za.