

IMPORTANT INFORMATION:

1. This document contains the basic framework of a privacy notice but does not include all applicable information, you will have to assess your business to determine what other information must be made available.

VET PRODUCTS ONLINE (Pty) Ltd

Introduction:

Vet Products Online (Pty) Ltd appreciates your business and as part of our services to you, we are committed to protecting your personal information and ensuring that you have access to trusted, safe and secure services, as data privacy is a top priority for us.

Who we are:

Vet Products Online (Pty) Ltd is an online retail store supplying customers with a full range of veterinary and pet products for animal use.

The type of personal information we collect:

We currently collect and process the following information:

Each customer's contact details ie name, address, phone number and email address.

How we get the personal information and what we use is for:

Most of the personal information we process is provided to us directly by the customer for one of the following reasons:

- The customer completes the online order form, adding in the above contact details.

We also receive personal information indirectly, from the following the customer, directly by email.

We use the information that the customer has given us to enable Vet Products Online (Pty) Ltd to process the order.

We may share this information with:

- The courier delivering the order.

When will we process your personal information:

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consist out of the following:

- The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent;

- The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
 - The processing complies with an **obligation** imposed by law on the business;
 - The processing protects a **legitimate** interest of the data subject;
 - The processing is necessary for the proper performance of a **public law** duty by the business;
- Or
- The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.

How we store your personal information:

Your information is securely stored on our computer programme.

We keep your information for five years. We will then dispose your information by shredding.

Your data protection rights:

- You are entitled to access your personal data by sending a written request to thetvet@vetproductsonline.co.za
- You may also request Vet Products Online (Pty) Ltd to correct or supplement any of your personal data which we will undertake as soon as practicable.
- Request the destruction of your personal data. Vet Products Online (Pty) Ltd will consider your request in light of any other laws or regulations prohibiting them from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at thetvet@vetproductsonline.co.za if you wish to make a request.

Contact details:

Name: Anne Mullins

Address: 6 Zuyberink, 50 Lawrence Road, Mooi River 3300

Phone Number: 033 263 1608

E-mail: thetvet@vetproductsonline.co.za

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at thetvet@vetproductsonline.co.za