

Privacy Policy

Effective Date: June 2023.

This Privacy Policy outlines the types of information collected, how it is used, and how it is protected when you visit and use our website, an art-focused e-commerce platform. This Privacy Policy also covers our interaction with third-party payment companies and courier services. By accessing or using our website, you agree to the terms described in this Privacy Policy.

1. Information We Collect:

1.1 Personal Information: We may collect personal information that you voluntarily provide to us when you create an account, make a purchase, or communicate with us. This may include your name, email address, shipping address, and payment details.

1.2 Usage Information: We automatically collect certain information when you visit our website, including your IP address, browser type, device information, and browsing activities. This data helps us analyze user trends, improve our website, and enhance user experience.

2. Use of Information:

2.1 Provide Services: We use the information we collect to process and fulfill your orders, communicate with you about your purchases, and deliver products to you. This includes sharing your shipping address with our courier service to facilitate delivery.

2.2 Payment Processing: For secure payment processing, we partner with reputable third-party payment companies. Your payment information is directly transmitted to these companies and is not

stored on our servers. We encourage you to review the privacy policies of these payment processors to understand how they handle your information.

2.3 Communication: We may use your contact information to send you order updates, promotional offers, and relevant marketing communications. You can opt out of these communications at any time by following the unsubscribe instructions provided in the emails.

2.4 Website Improvement: We analyze usage information to improve our website, personalize your browsing experience, and enhance the functionality and content we offer.

3. Information Sharing:

3.1 Service Providers: We may engage third-party service providers to assist us in operating our website and delivering services. These providers have access to the information necessary to perform their functions but are obligated not to disclose or use it for any other purpose.

3.2 Legal Compliance: We may disclose your information if required by law, court order, or government regulations, or if we believe it is necessary to protect our rights, safety, or property, or the rights, safety, or property of others.

4. Security:

We prioritize the security of your personal information and employ reasonable safeguards to protect it against unauthorized access, alteration, disclosure, or destruction. However, no method of transmission or

electronic storage is entirely secure, and we cannot guarantee absolute security.

5. Third-Party Links:

Our website may contain links to third-party websites or services. We are not responsible for the privacy practices or content of those third parties. We encourage you to review the privacy policies of any linked websites before providing any personal information.

6. Children's Privacy:

Our website is not intended for children under the age of 13. We do not knowingly collect personal information from children under the age of 13. If we become aware that we have collected personal information from a child under the age of 13 without parental consent, we will take steps to remove that information from our servers.

7. Changes to the Privacy Policy:

We reserve the right to update or modify this Privacy Policy at any time. The revised Privacy Policy will be effective immediately upon posting on our website. We encourage you to review this Privacy Policy periodically for any updates.

8. Contact Us:

If you have any questions or concerns regarding this Privacy Policy or our privacy practices, please contact us at hello@donnasolovei.co.za

By using our website, you acknowledge that you have read and understood this Privacy Policy and consent to the collection, use, and disclosure of your information as described herein.

