

PRIVACY POLICY (POPIA COMPLIANT)

1. Introduction

Supply Sphere Solutions respects your privacy and is committed to protecting your personal information in accordance with the Protection of Personal Information Act (POPIA).

2. Information We Collect

We may collect:

- Name and surname
- Contact details (email, phone number)
- Delivery address
- Payment-related information
- Website usage data

3. Purpose of Collection

Your information is used to:

- Process and fulfil orders
- Communicate with you
- Improve our services
- Comply with legal obligations

4. Lawful Processing

We process personal information only where:

- You have provided consent
- It is necessary for contract performance
- It is required by law

5. Data Sharing

We may share information with:

- Payment providers
- Courier partners
- Suppliers (where required for order fulfilment)

We do not sell your personal information.

6. Data Security

We implement reasonable technical and organisational measures to protect your data.

7. Data Retention

We retain personal information only as long as necessary for business or legal purposes.

8. Your Rights

You have the right to:

- Access your personal information
- Request correction or deletion
- Object to processing

Requests can be made by contacting us.

9. Cookies

Our website may use cookies to improve user experience and analyse website traffic.

10. Updates

We may update this policy from time to time. Continued use of the website constitutes acceptance.