

Privacy Policy

Effective Date: March 20, 2025

At Sir Francis PTY Ltd, accessible from www.fishgelatine.co.za, we are committed to protecting your personal information and your right to privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website or purchase our products.

1. Information We Collect

We may collect personal information that you voluntarily provide to us when you:

- Place an order
- Subscribe to our newsletter
- Contact customer support
- Participate in promotions or surveys

Personal information may include:

- Full name
- Email address
- Phone number
- Shipping and billing addresses
- Payment details (processed securely via third-party gateways)

2. How We Use Your Information

We use your personal information to:

- Process and fulfill your orders
- Deliver products via our third-party courier services
- Communicate with you regarding your order or customer support inquiries
- Send you promotional offers (if you've opted in)
- Improve our website and services

3. How We Share Your Information

We do not sell or rent your personal information to third parties. We may share information with:

- Trusted service providers, such as The Courier Guy, to deliver your orders
- Payment processors to securely handle transactions
- Government or legal authorities, if required by law

All third parties are obligated to handle your data in accordance with applicable data protection laws.

4. Cookies and Tracking

We use cookies to enhance your browsing experience, remember your preferences, and collect anonymous analytics data. You can manage cookie settings in your browser at any time.

5. Data Security

We implement reasonable technical and organizational measures to protect your information, including:

- SSL encryption for secure transactions
- Restricted access to personal data
- Regular security updates and platform monitoring

6. Your Rights

You have the right to:

- Access, update, or delete your personal data
- Opt-out of marketing communications
- Request details of how your data is used

To exercise any of these rights, please contact us at: info@fishgelatine.co.za

7. Children's Privacy

Our website and services are not intended for individuals under the age of 18. We do not knowingly collect personal data from minors.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.

9. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact:

Sir Francis PTY Ltd

Email: info@fishgelatine.co.za

Phone: (+27) 0824867685

Website: www.fishgelatine.co.za