

Vera H2O Terms of Use

Effective Date: 2017-07-01

Your privacy matters to us. This Privacy Policy explains how Vera H2O collects, uses, and protects your personal information when you visit our website, interact with our services, or make a purchase.

1. Information We Collect

We may collect the following types of information:

- Personal Information: Name, email address, phone number, shipping address, and payment details.
- Usage Data: IP address, browser type, device information, pages visited, and time spent on our site.
- Cookies & Tracking: We use cookies and similar technologies to enhance your experience and analyse site performance.

2. How We Use Your Information

We use your data to:

- Process orders and deliver products
- Respond to inquiries and provide customer support
- Improve our website and services
- Send promotional emails (only if you opt in)
- Ensure security and prevent fraud

3. Sharing Your Information

We do not sell your personal data. We may share it with:

- Service Providers: Payment processors, shipping partners, and analytics tools
- Legal Authorities: If required by law or to protect our rights

All third-party partners are required to handle your data securely and in compliance with applicable laws.

4. Your Rights

You have the right to:

- Access the personal data we hold about you
- Request corrections or deletions
- Withdraw consent for marketing communications
- Lodge a complaint with a data protection authority

To exercise these rights, contact us at privacy@verah2o.co.za.

5. Data Security

We implement industry-standard security measures to protect your information. However, no method of transmission over the internet is 100% secure, so we cannot guarantee absolute security.

6. Children's Privacy

Our site is not intended for children under 13. We do not knowingly collect personal data from minors. If we discover such data has been collected, we will delete it promptly.

7. International Users

If you are accessing our site from outside South Africa, please note that your data may be transferred to and processed in South Africa, where data protection laws may differ from your jurisdiction.

8. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with a revised effective date. Continued use of our site after changes implies acceptance.

9. Contact Us

For questions or concerns about these Terms, please contact us at: info@kwami.co.za