

Privacy Policy

What personal information we collect, why, who else sees it, and what you can tell us to do about it.

We need some information about you in order to sell you something and get it to your door. This page says what we collect, why, who else sees it, where it goes, how long we keep it, and what you can tell us to do about it.

We're Slovaskie (Pty) Ltd, registration number 2026/636208/07, a private company registered in South Africa. We're the ones responsible for your personal information, and our contact details are at the foot of this page.

This policy goes with our [Terms and Conditions](#) and our [Returns and Refunds Policy](#).

What we collect

When you order: your name, email address, phone number, delivery address and billing address, what you bought, what you paid, and when.

When you pay: confirmation from our payment provider that the payment worked, the payment method type, and the last four digits of your card. We never receive or store your full card number, your PIN or your CVV — those go straight to the payment provider and never touch our systems.

When you create an account: your login email and a securely hashed version of your password. We can't see your password.

When you contact us: whatever you put in the email, and our reply.

When you use the site: your IP address, browser and device type, the pages you looked at, and what was in your cart. Some of this comes from cookies — see **Cookies** below.

When you tell us something extra: delivery instructions, gift messages, a pet's name or size, a child's age for a toy recommendation, an allergy or dietary preference. That last category needs its own section, and it's the next one.

Dietary, allergy and religious information

Some of what we sell is food, and food shopping can involve information the law treats as more sensitive than a delivery address.

If you tell us you're allergic to nuts, or coeliac, or diabetic, that's information about your health. If you filter for halaal or kosher products, that can reveal something about your religious beliefs. South African law protects both more strictly than ordinary information, and we take that seriously.

So:

- We don't ask for it. There's no allergy field, no dietary profile and no religious preference setting in your account.
- If you volunteer it — in a delivery note, or an email asking whether something contains gluten — we use it only to answer you or to handle that order, and then it stays in that order record or that email thread. We don't build a profile from it, we don't use it to target you with marketing, and we don't share it.
- If we ever do add dietary or faith-based filters, we'll do it in a way that doesn't attach the answer to you — a filter that narrows what's on screen without saving what you filtered for.

Always read the packaging on the item itself before you or anyone else eats it. What we publish comes from our suppliers, and manufacturers change recipes.

Children

Our site is for adults. You need to be 18 or older to order, and we don't knowingly collect information from or about children.

We do sell children's products, and we know that means an adult sometimes gives us a child's first name for a gift message, or an age so we can suggest the right toy. Please give us as little as possible — a first name and an age band is plenty, and we don't need a surname, a school, a date of birth or a photograph. We use what you give us for that order and nothing else.

If you think a child has given us information directly, email us and we'll delete it.

Why we collect it, and what allows us to

WHAT WE DO WITH IT	WHAT ALLOWS US TO
Take and fulfil your order, deliver it, handle returns and refunds	We need it to do what we agreed to do when you ordered
Take payment and check for fraud	The same, plus our legitimate interest in not being defrauded
Answer your questions and handle complaints	The same
Keep tax and accounting records, and meet our obligations under consumer, company and tax law	The law requires it
Keep the site working, secure and free of abuse	Our legitimate interest in running a safe site
Send you marketing	Your consent, or your existing relationship with us — see Marketing below

You don't have to give us anything. But we can't process an order without a name, a delivery address, contact details and a payment, so if you'd rather not give us those, we won't be able to sell you anything. Everything else is genuinely optional.

Who else sees it

We don't sell your personal information, and we don't rent or trade it. We share it only with the service providers who make the shop work, and only with what they need:

WHO	WHAT THEY DO	WHAT THEY GET
PayFast (and Yoco, once live)	Take your payment	Payment and contact details
Bob Go and its courier partners	Deliver your parcel	Name, address, phone number, order reference
Neon	Our database — customer and order records	Order and account records
Render, Vercel, Cloudflare	Host the site, the admin system and our documents	Whatever passes through the site
Resend	Send order confirmations, tracking and receipts	Name and email address
Google Workspace	Our business email	Anything you email us

Each of them acts on our instructions under a written agreement and may not use your information for their own purposes.

We'll also hand over information where the law requires it — a court order, a request from SARS or a regulator — or where we need it to establish or defend a legal claim. If we ever sell the business, customer records would move with it, and we'd tell you first.

Where your information goes

Most of the tools we run on aren't in South Africa. Neon, Render, Vercel and Cloudflare hold data outside South Africa, Resend sends our email from Ireland, and Google Workspace operates internationally.

South African law lets us send your information out of the country in a few situations, and two of them apply here: it's necessary in order to perform the contract you've entered into with us, and each of these providers commits, under the data-protection terms in its service agreement with us, to safeguard personal information and to restrict passing it on further.

If you'd rather your information stayed in South Africa, we can't offer that — it's how the site is built, and telling you plainly is better than pretending otherwise.

Marketing

We'll only email you marketing if you've asked us to, or if you've bought from us and we're telling you about similar things we sell. Every marketing email has a working unsubscribe link, and one click is all it takes. We won't ask you again after you've said no.

Order confirmations, dispatch notifications, tracking and refund confirmations aren't marketing — they're part of the order, and you'll get those whether or not you're subscribed.

How long we keep it

WHAT	HOW LONG
Order, invoice and payment records	Five years from the end of the tax year, because tax and company law require it
Your account, if you have one	Until you ask us to close it
Emails to and from customer service	Three years
Returns, refund and complaint records	Three years after the matter is closed
Marketing subscriptions	Until you unsubscribe
Website and security logs	Twelve months

After that we delete it or strip out anything that identifies you, and keep only anonymous totals for our own reporting.

Cookies

We use cookies to keep you signed in and to remember what's in your cart. Those are the only cookies we set today — we don't currently run any third-party analytics, advertising or remarketing trackers. If that changes, this section will be updated first, and any non-essential tracking will ask for your consent before it loads. You can block or delete cookies in your browser settings, but the cart and the login won't work properly without the essential ones.

Keeping it safe

The site runs over an encrypted connection. Passwords are hashed, not stored. Access to the admin system and the database is limited to people who need it and is protected by multi-factor authentication. Card details never reach us at all. Our documents sit in a private, access-controlled store.

No system is perfect. If your personal information is ever accessed by someone who shouldn't have it, we'll tell the Information Regulator and we'll tell you, in writing, as soon as we reasonably can after we find out, with enough detail for you to protect yourself.

What you can ask us to do

You can ask us to tell you what information we hold about you and where we got it. You can ask us to correct anything that's wrong, or to delete anything that's inaccurate, out of date, excessive or that we shouldn't have. You can object to us using your information for a particular purpose. You can unsubscribe from marketing at any time. And you can ask for a copy of your order records.

Email werner@slovaskie.com and we'll come back to you within 30 days. There's no charge for asking what we hold, though the law lets us charge a prescribed fee for producing copies of records, and we'd tell you before we did.

Some things we can't delete — a tax invoice, for instance, because the law says we have to keep it. If that's the answer, we'll say so and explain why.

Getting in touch, and complaining

Information Officer: Werner Piek · werner@slovaskie.com · +27 28 316 1858 · Slovaskie (Pty) Ltd, 77 Main Road, Onrus, Hermanus, Western Cape, 7201

If we haven't dealt with your complaint properly, you can take it to the Information Regulator:

Information Regulator (South Africa) · Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191 · POPIA complaints: POPIAComplaints@inforegulator.org.za · PAIA complaints: PAIAComplaints@inforegulator.org.za · General enquiries: enquiries@inforegulator.org.za · 010 023 5200 or 0800 017 160 (toll free) · www.inforegulator.org.za

You can also ask us for records under the Promotion of Access to Information Act. Our PAIA & POPIA Manual explains how — it's available at www.slovaskie.co.za/legal and from the Information Officer on request.

Changes to this policy

We'll update this page when what we do changes. The date below tells you when we last did. If we change something significant, we'll say so on the site or by email.

Slovaskie (Pty) Ltd · Registration number 2026/636208/07 · [Terms and Conditions](#) · [Returns and Refunds Policy](#) · Version 1.0 (final) · Last updated 16 August 2026

Slovaskie (Pty) Ltd · Registration number 2026/636208/07 · 77 Main Road, Onrus, Hermanus, Western Cape, 7201 · werner@slovaskie.com · www.slovaskie.co.za
Privacy Policy · version 1.0 · last updated 16 August 2026. The current version always lives at <https://www.slovaskie.co.za/privacy>.