

GLITTERZ GLOW

CONSUMER PRIVACY POLICY

Effective Date: 2 September 2026

Business: Glitterz Glow

Policy Type: Consumer Privacy & Protection of Personal Information Policy

1. INTRODUCTION

Glitterz Glow respects the privacy of its customers and is committed to protecting the personal information entrusted to us.

This Consumer Privacy Policy explains how Glitterz Glow collects, uses, stores, protects and shares personal information when you visit our online store, purchase our products, communicate with us, subscribe to marketing communications, or otherwise interact with our business.

Glitterz Glow aims to process personal information in accordance with applicable South African privacy legislation, including the **Protection of Personal Information Act 4 of 2013 (POPIA)** and other applicable laws.

By using our online store or providing personal information to us, you acknowledge that you have read and understood this Privacy Policy.

2. INFORMATION WE COLLECT

Depending on how you interact with Glitterz Glow, we may collect the following information:

2.1 Personal Information

This may include:

- Full name and surname
- Telephone or mobile number
- Email address
- Billing and delivery address
- Postal address
- Account/login information
- Order and purchase history
- Customer enquiries and correspondence
- Information provided when entering promotions or competitions
- Preferences relating to our products and services

2.2 Payment Information

When you make a purchase, payment information may be processed by our selected payment service provider.

Where possible, Glitterz Glow does not directly store complete credit/debit card details. Payment information may be processed and secured by third-party payment providers in accordance with their own privacy and security requirements.

2.3 Technical Information

When you visit our website, certain technical information may automatically be collected, including:

- IP address
- Browser type
- Device information
- Operating system
- Website activity
- Pages visited
- Approximate location information
- Cookies and similar technologies

This information may be used to improve website functionality, security and customer experience.

3. HOW WE COLLECT INFORMATION

Glitterz Glow may collect information:

- When you create an account;
- When you place an order;
- When you make a purchase;
- When you contact us;
- When you subscribe to our newsletter or marketing communications;
- When you participate in a promotion or competition;
- When you interact with our social media pages;
- When you browse or use our online store; and
- Through cookies and other website technologies.

We will endeavour to collect personal information directly from you wherever reasonably possible.

4. WHY WE COLLECT AND USE YOUR INFORMATION

Glitterz Glow may use your personal information to:

- Process and fulfil orders;
 - Process payments;
 - Deliver purchased products;
 - Communicate with you regarding your order;
 - Provide customer support;
 - Respond to questions, complaints and requests;
 - Verify customer information where necessary;
 - Improve our products, services and online store;
 - Personalise your shopping experience;
 - Send promotional communications where permitted by law;
 - Administer competitions, promotions and loyalty programmes;
 - Prevent fraud, abuse and unlawful activity;
 - Maintain website security;
 - Comply with legal and regulatory obligations; and
 - Protect the rights and property of Glitterz Glow and its customers.
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5. MARKETING COMMUNICATIONS

If you have provided the necessary consent, Glitterz Glow may send you promotional communications relating to products, special offers, discounts, new launches and other business updates.

You may unsubscribe from promotional communications at any time by using the unsubscribe option provided in the communication or by contacting Glitterz Glow.

Unsubscribing from marketing communications will not prevent us from sending essential communications relating to your orders, transactions, account or other services you have requested.

6. SHARING OF PERSONAL INFORMATION

Glitterz Glow will not sell or rent your personal information to third parties.

We may, however, share relevant information with trusted third parties where reasonably necessary to operate our business, including:

- Payment processing providers;
- Courier and delivery companies;
- Website hosting and technology providers;

- E-commerce service providers;
- Marketing and communication service providers;
- Professional advisers, auditors or legal representatives;
- Fraud prevention and security service providers; and
- Government, regulatory or law-enforcement authorities where legally required.

Third parties receiving personal information will only receive information reasonably necessary for the relevant purpose, where applicable.

7. PAYMENT SECURITY

Glitterz Glow takes reasonable steps to protect payment and transaction information.

Payments may be processed through secure third-party payment providers. Customers should review the privacy policies of the applicable payment provider for information about how payment information is handled.

Glitterz Glow will never intentionally request your full banking password, PIN or other confidential banking credentials through an unsolicited email, SMS, WhatsApp message or social media message.

8. COOKIES

Our online store may use cookies and similar technologies.

Cookies may help us:

- Keep your shopping cart functioning;
- Remember preferences;
- Understand how customers use our website;
- Improve website performance;
- Provide relevant content and advertising; and
- Detect security or fraudulent activity.

You may be able to control or disable cookies through your browser settings. Disabling certain cookies may affect the functionality of the online store.

9. PROTECTION OF PERSONAL INFORMATION

Glitterz Glow takes reasonable technical and organisational measures to protect personal information against:

- Loss;
- Theft;
- Unauthorised access;
- Unauthorised disclosure;
- Alteration;
- Destruction; and
- Unlawful processing.

Access to personal information will be limited to persons who reasonably require the information to perform their duties or provide services to Glitterz Glow.

However, no electronic transmission or storage system can be guaranteed to be completely secure. Customers should therefore also take reasonable precautions to protect their account and personal information.

10. RETENTION OF PERSONAL INFORMATION

Glitterz Glow will retain personal information only for as long as reasonably necessary for the purposes for which it was collected, unless a longer retention period is required or permitted by law.

Certain information may need to be retained to comply with financial, tax, accounting, legal or regulatory requirements.

When personal information is no longer required, Glitterz Glow will take reasonable steps to securely delete, destroy or anonymise it.

11. CUSTOMER RIGHTS

Subject to applicable law, customers may have the right to:

- Request access to personal information held about them;
- Request correction of inaccurate or incomplete personal information;
- Request deletion of personal information where legally permissible;
- Object to certain processing of their personal information;
- Withdraw consent where processing is based on consent;
- Object to receiving direct marketing communications; and
- Lodge a complaint concerning the handling of their personal information.

Requests should be submitted to Glitterz Glow using the contact details provided below.

Glitterz Glow may need to verify your identity before processing certain requests.

12. CHILDREN'S PRIVACY

Glitterz Glow does not knowingly collect personal information from children in circumstances where such collection is prohibited by applicable law.

Where a child's personal information is required for a legitimate transaction or purpose, the appropriate consent or authorisation will be obtained where required by law.

Parents or legal guardians who believe that a child has provided personal information to Glitterz Glow without appropriate consent may contact us so that the matter can be addressed.

13. THIRD-PARTY WEBSITES

Our online store or communications may contain links to third-party websites, payment platforms, social media platforms or other services.

Glitterz Glow is not responsible for the privacy practices, security or content of third-party websites.

Customers should review the privacy policies of third-party websites before providing personal information to them.

14. INTERNATIONAL TRANSFERS

Certain service providers used by Glitterz Glow may process or store information outside South Africa.

Where personal information is transferred across borders, Glitterz Glow will take reasonable steps to ensure that the transfer and processing comply with applicable privacy laws.

15. DATA BREACHES

If Glitterz Glow becomes aware of a security compromise involving personal information, we will take reasonable steps to investigate, contain and remedy the incident.

Where required by applicable law, affected persons and/or the relevant regulatory authority will be notified in accordance with the applicable legal requirements.

16. ACCURACY OF INFORMATION

Customers are responsible for providing accurate and up-to-date information.

Customers should notify Glitterz Glow if their personal information changes or if they become aware that information held by us is inaccurate.

17. CHANGES TO THIS PRIVACY POLICY

Glitterz Glow may update this Privacy Policy from time to time to reflect changes in our business, technology, legal requirements or privacy practices.

The updated version will be made available through our online store and will indicate the effective date.

Customers are encouraged to review this Privacy Policy periodically.

18. CONTACT US

For questions, requests or complaints relating to this Privacy Policy or the handling of your personal information, please contact Glitterz Glow:

Business Name: Glitterz Glow

Email: support@glitterzglow.co.za

Telephone/WhatsApp: +27793910560

Business Address: No 18 Thabo Mbeki street, Polokwane, 0699

Website: www.glitterzglow.co.za

Information Officer

Information Officer: Jeanneth

Email:

Telephone: +27793910560

Customers may contact the Information Officer regarding requests concerning their personal information.

19. COMPLAINTS

We encourage customers to contact Glitterz Glow first so that we can investigate and attempt to resolve any privacy concern.

If you are not satisfied with our response, you may have the right to lodge a complaint with the **Information Regulator of South Africa**, subject to the applicable legal process.

20. ACCEPTANCE

By using the Glitterz Glow online store, you acknowledge that you have had an opportunity to review this Consumer Privacy Policy.

Where consent is legally required for a particular processing activity, Glitterz Glow will obtain such consent in accordance with applicable law.

Glitterz Glow is committed to treating your personal information responsibly, securely and transparently.

Last Updated: 2 September 2026