



Lallies Embroidery  
[www.lalliesembroidery.co.za](http://www.lalliesembroidery.co.za)

## Privacy Policy for Lallies Embroidery

### 1. Introduction

Welcome to Lallies Embroidery! We are committed to protecting your privacy and ensuring that your personal information is collected and used properly, lawfully, and transparently. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you visit our website or use our services.

### 2. Information We Collect

We collect personal information that you provide to us directly and information that is collected automatically through your use of our website.

#### Information You Provide

- **Contact Information:** Name, email address, phone number, and postal address.
- **Order Information:** Details about the products you order, including payment information and delivery address.
- **Communication Information:** Records of your communications with us, including inquiries and customer support interactions.

#### Information Collected Automatically

- **Usage Information:** Information about your interactions with our website, such as IP address, browser type, pages visited, and time spent on our site.
- **Cookies and Tracking Technologies:** We use cookies and similar technologies to enhance your experience, analyze site usage, and assist in our marketing efforts. You can manage your cookie preferences through your browser settings.

### 3. How We Use Your Information

We use your personal information for the following purposes:

- **Order Processing:** To process and fulfill your orders, manage your account, and provide customer service.
- **Communication:** To communicate with you about your orders, respond to your inquiries, and send you updates and promotional offers, subject to your consent.
- **Improvement:** To improve our products, services, and website based on your feedback and usage patterns.
- **Legal Compliance:** To comply with legal obligations and protect our rights and interests.



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#### 4. Sharing Your Information

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

- **Service Providers:** Third-party vendors who assist us in providing our services, such as payment processors, delivery companies, and IT service providers. These vendors are contractually obligated to protect your information and use it only for the purposes we specify.
- **Legal Requirements:** Authorities or other entities when required by law or to protect our rights, safety, and property.

#### 5. Data Security

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, and destruction. While we strive to protect your information, no method of transmission over the Internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

#### 6. Your Rights

You have the following rights regarding your personal information:

- **Access:** You can request access to the personal information we hold about you.
- **Correction:** You can request corrections to your personal information if it is inaccurate or incomplete.
- **Deletion:** You can request the deletion of your personal information, subject to certain legal exceptions.
- **Objection:** You can object to the processing of your personal information for direct marketing purposes.
- **Withdrawal of Consent:** Where we rely on your consent to process your personal information, you can withdraw that consent at any time.

To exercise these rights, please contact us at [info@lallies.co.za](mailto:info@lallies.co.za).

#### 7. Cookies

Our website uses cookies to enhance your experience and gather information about visitors and visits to our website. You can manage your cookie preferences through your browser settings. For detailed information on the cookies we use and the purposes for which we use them, please see our Cookie Policy.



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#### 8. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the new policy on our website and updating the effective date at the top of this document.

#### 9. Contact Us

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

- Email: [info@lallies.co.za](mailto:info@lallies.co.za)
- Phone: 082 333 2965



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