

Privacy Policy

Effective Date: 31/03/2026

Earthchild Café (“we”, “our”, or “us”) is 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, and protect your personal information when you visit our website, place an order, or interact with us.

1. Information We Collect

We may collect and process the following information:

- Personal details such as your name, surname, contact number, and email address
 - Delivery and billing address
 - Payment information (processed securely via third-party providers)
 - Order history and purchase details
 - Communication records (emails, messages, or enquiries)
 - Website usage data (cookies, IP address, browser type)
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2. How We Use Your Information

We use your information to:

- Process and fulfil orders
 - Communicate with you regarding your orders or enquiries
 - Provide customer support
 - Improve our products, services, and website
 - Send marketing communications (only if you have opted in)
 - Manage wholesale and stockist applications
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3. Sharing of Information

We do not sell your personal information.

We may share your information with:

- Payment service providers to process transactions
- Delivery and courier services to fulfil orders
- Service providers who assist in operating our website
- Legal or regulatory authorities if required by law

All third parties are required to respect the confidentiality of your information.

4. Data Security

We take appropriate technical and organisational measures to protect your personal information against:

- Loss
- Misuse
- Unauthorised access
- Alteration or disclosure

However, no method of transmission over the internet is completely secure.

5. Cookies

Our website may use cookies to improve user experience and analyse website traffic. You can choose to disable cookies through your browser settings.

6. Your Rights

You have the right to:

- Access your personal information
- Request correction of inaccurate information
- Request deletion of your data (where applicable)
- Withdraw consent for marketing communications

To exercise these rights, please contact us using the details below.

7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these websites.


8. Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page.

9. Contact Us

If you have any questions about this Privacy Policy or how your information is handled, please contact us:

Earthchild Café

 Email: info@earthchildcafe.co.za