

PRIVACY POLICY

Body and Soul Active Lifestyle (Pty) Ltd.

Website: www.bodyandsoul.co.za

Email: info@bodyandsoul.co.za

Last Updated: 25 August 2026

Body and Soul Active Lifestyle respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and protect personal information when you visit www.bodyandsoul.co.za, create an account, purchase products, contact us, subscribe to communications or otherwise interact with us.

This policy is intended to be read together with our website Terms & Conditions.

1. OUR PRIVACY COMMITMENT

We process personal information in accordance with applicable South African privacy legislation, including the **Protection of Personal Information Act 4 of 2013 (POPIA)**.

POPIA establishes conditions for the lawful processing of personal information by public and private bodies.

2. INFORMATION WE MAY COLLECT

Depending on how you interact with us, we may collect:

Personal and contact information

- Full name;
- Email address;
- Telephone or mobile number;
- Delivery and billing address; and
- Other contact details you voluntarily provide.

Order information

- Products purchased;
- Order number;
- Order history;
- Delivery information;
- Returns or refund information; and
- Communications relating to your order.

Payment information

Payments may be processed through third-party payment providers.

Where payment is processed by an external payment provider, that provider may collect and process payment information in accordance with its own privacy policy and security procedures.

Website and technical information

We may collect information such as:

- IP address;
- Browser type;
- Device information;
- Operating system;
- Pages visited;
- Website activity;
- Approximate location derived from technical information; and
- Cookies and similar technologies.

3. HOW WE USE YOUR INFORMATION

We may use personal information to:

- Process and fulfil orders;
- Arrange delivery;
- Process payments and refunds;
- Respond to customer enquiries;
- Provide customer support;
- Manage returns and exchanges;
- Maintain customer accounts;
- Communicate with you about your orders;
- Send marketing communications where permitted and where applicable consent has been obtained;
- Improve our website, products and services;
- Conduct internal administration;

- Prevent fraud and abuse;
- Maintain website and information security;
- Comply with legal and regulatory obligations; and
- Protect our legitimate business interests where permitted by law.

4. MARKETING COMMUNICATIONS

If you subscribe to our marketing communications, we may send you information about:

- Products;
- Promotions;
- Special offers;
- Competitions;
- Newsletters;
- Wellness and lifestyle content; and
- Other Body and Soul communications.

You may unsubscribe from marketing communications at any time by using the unsubscribe mechanism included in the communication or by contacting us.

Unsubscribing from marketing communications does not prevent us from sending essential transactional communications relating to your orders or account.

5. COOKIES

Our website may use cookies and similar technologies to improve functionality, understand website usage and support marketing or analytics activities.

Cookies may be used to:

- Remember preferences;
- Keep items in your shopping cart;
- Improve website functionality;
- Understand how visitors use our website;
- Measure marketing performance; and
- Provide relevant advertising where applicable.

You may be able to control or disable cookies through your browser settings.

Disabling certain cookies may affect the functionality of the website.

6. SHARING PERSONAL INFORMATION

We may share relevant personal information with trusted service providers where necessary to operate our business and provide services to you.

These may include:

- Courier and delivery providers, including **The Courier Guy**;
- Payment processors;
- Website hosting and technology providers;
- Email and communication service providers;
- Marketing and analytics providers;
- Professional advisers; and
- Government, regulatory or law-enforcement authorities where legally required.

We do not sell your personal information as a commodity.

Where third parties process personal information on our behalf, we will take reasonable steps to ensure that appropriate privacy and security obligations apply.

7. INTERNATIONAL TRANSFERS

Some technology or service providers may process or store information outside South Africa.

Where personal information is transferred outside South Africa, we will take reasonable steps to ensure that the transfer is handled in accordance with applicable privacy legislation.

8. SECURITY

We take reasonable technical and organisational measures to protect personal information against loss, misuse, unauthorised access, disclosure, alteration or destruction.

However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

You should also take reasonable steps to protect your account credentials and devices.

9. HOW LONG WE KEEP INFORMATION

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, to provide our services, resolve disputes, maintain appropriate business records and comply with applicable legal obligations.

Different categories of information may be retained for different periods depending on their purpose and applicable legal requirements.

10. YOUR RIGHTS

Subject to applicable law, you may have rights relating to your personal information, including the right to:

- Request access to personal information we hold about you;
- Request correction of inaccurate or incomplete information;
- Request deletion where legally permissible;
- Object to certain processing;
- Withdraw consent where processing is based on consent;
- Object to direct marketing; and
- Lodge a complaint with the Information Regulator where you believe your privacy rights have been infringed.

The Information Regulator is the independent authority responsible for monitoring and enforcing compliance with POPIA and PAIA.

11. CHILDREN'S INFORMATION

Our website is not intentionally directed at children.

We do not knowingly collect personal information from children in circumstances where such collection is prohibited by applicable law.

If you believe that a child has provided personal information to us unlawfully, please contact us so that we can investigate and take appropriate action.

12. DATA BREACHES

If we become aware of a security compromise involving personal information, we will take appropriate steps to investigate, contain and address the incident and notify affected parties and/or the relevant authority where required by applicable law.

13. THIRD-PARTY WEBSITES

Our website may contain links to third-party websites.

We are not responsible for the privacy practices, security or content of third-party websites.

We recommend reviewing the privacy policy of any third-party website before providing personal information.

14. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time.

The latest version will be published on our website with the applicable effective date.

15. CONTACT US

For questions, requests or concerns relating to your personal information, please contact:

Body and Soul Active Lifestyle (Pty) Ltd.

Email: info@bodyandsoul.co.za

Website: www.bodyandsoul.co.za

If you are making a formal personal-information request, please provide sufficient information for us to identify you and understand your request.