

Kathie’s Kitchen Privacy Policy

Last updated: October 2, 2025

1. Introduction

Kathie’s Kitchen (“we”, “us”, “our”) is committed to protecting and respecting your privacy. This Privacy Policy sets out how we collect, use, disclose, store, and protect your personal information when you interact with our website, mobile applications, services, or otherwise provide us your personal information. We comply with South Africa’s Protection of Personal Information Act, 4 of 2013 (“POPIA”).

2. Scope

This policy applies to all personal information processed by or on behalf of Kathie’s Kitchen in relation to:

- visitors to our website
- customers who register, place orders, subscribe to newsletters
- other third parties whose information we may collect

It covers both automated and non-automated processing where personal information is recorded in a record.

3. Definitions

- Personal Information** means any information relating to an identifiable, living, natural person (or where applicable, a juristic person) including but not limited to name, email, phone number, address, payment details.
- Processing** means collecting, recording, organizing, structuring, storing, adapting, altering, retrieving, consulting, using, disclosing by transmission, distributing, or otherwise making available, aligning, merging, restricting, erasing or destroying of personal information.
- Responsible Party** means Kathie’s Kitchen, which determines the purpose and means of processing personal information.
- Operator** means any third party who processes personal information on behalf of the Responsible Party, under contract and in compliance with this Privacy Policy and POPIA.
- Data Subject** means you — the person whose personal information is being processed.

4. Information Officer

In terms of POPIA, you may contact the owner directly at:

- Name: Katherine De Leon-Small
- Email: info@kathieskitchen.com
- Postal Address: Parklands, Cape Town, South Africa
- Phone: +27715751616

5. What information we collect

We collect and process the following types of personal information:

Category	Examples
Identity and contact information	Full name, email address, phone number, delivery address
Account & transaction data	User login credentials, order history, payment method details (card type, etc.) <i>Note: we do not store full payment card numbers; payment is processed via secure third-party processors</i>
Newsletters & marketing preferences	Email addresses for mailing list, preferences whether you wish to receive marketing emails
Technical & usage data	IP address, device type, browser, how you interact with the website/app
Cookies and similar technologies	Session cookies, preference cookies, analytics cookies
Optional/sensitive (only if you provide)	Any special requests, dietary preference, if you upload photos or messages etc.

6. How we collect information

We collect your information:

- Directly from you via forms (registration, checkout, newsletter signup, contact)
- Automatically via website/app interactions, cookies, analytics tools
- From third parties such as payment processors, delivery partners, or service providers (only to the extent needed for fulfilling service)

7. Legal basis for processing

Under POPIA, we rely on one or more of the following lawful bases for processing personal information:

- Your consent (for example for newsletters or marketing)
- Performance of contract (e.g. to fulfil orders, deliver products)
- Compliance with a legal obligation
- Legitimate interests (e.g. to maintain security, improve our services), provided these are balanced against your privacy rights

8. Purposes of processing

We use your personal information for:

- Processing and fulfilling your orders (including delivery, refunds, etc.)
- Managing your account and customer service
- Sending newsletters, promotions, updates (only if you opt in)
- Improving our website/app UX, security, and services
- Complying with legal/financial obligations and dispute resolution
- Preventing fraud, abuse or unauthorized access

9. Data sharing & third parties

We may share or disclose your personal information:

- With service providers (payment processors, couriers, hosting providers, email services) who assist us under contract
- With legal or regulatory authorities where required by law
- With marketing/advertising partners only with your consent
- With third parties in event of a business transfer or sale (with appropriate protections)

We do *not* sell your personal information to unrelated third parties.

10. Data retention

We retain personal information only as long as necessary for the purposes for which it was collected, or to comply with legal requirements. After that, we securely delete or anonymize the data.

For example:

- Order information: retained for at least the period required by tax and accounting law
- Marketing/Newsletter data: until you unsubscribe or withdraw consent
- Technical/Usage logs: for a limited period (e.g. analytics retention period)

11. Security measures

We implement appropriate technical and organizational measures to safeguard personal information, such as:

- Encrypting data in transit (e.g., HTTPS)
- Secure storage, access controls, restricted access only to those who need it
- Regular audits of security practices
- Staff training and policies to protect data
- Using trusted third-party processors and ensuring they comply with POPIA

12. Rights of data subjects

Under POPIA, as a data subject you have the following rights:

- Right to be informed about what personal information we collect, and for what purpose
- Right of access: you can request a copy of your personal information we hold
- Right to correct or delete inaccurate or incomplete information
- Right to object to processing in certain circumstances (e.g. direct marketing)
- Right to withdraw your consent at any time (where processing is based on consent)
- Right to lodge a complaint with the Information Regulator if you believe your rights are infringed

13. Cookies & similar technologies

We use cookies, tracking and analytics tools. Details:

- Types of cookies (session, preferences, analytics)
 - How you can accept or decline non-essential cookies
 - How cookies are used (e.g. to remember your preferences, track usage, analyze traffic)
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14. International transfers

If any of your personal information is transferred outside South Africa (for example, to hosting providers or partners in other countries), we only do so under conditions required by POPIA, ensuring that your information remains protected.

15. Children

We do not knowingly collect personal information from children under the age of 18 without verifiable parental or guardian consent. If you believe we have, please contact our Information Officer and we will take steps to remove the information.

16. Changes to this policy

We may update this Privacy Policy from time to time. When we do, we will post the updated version on our website with the “Last updated” date. Significant changes will be notified to you where appropriate (for example, by email if we hold your email address).

17. Contact information

If you have enquiries, complaints or wish to exercise any of your rights, contact:

- Name: Katherine De Leon-Small
- Email: info@kathieskitchen.com
- Postal Address: Parklands, Cape Town, South Africa
- Phone: +27715751616

You also have the right to lodge a complaint with the Information Regulator of South Africa:

- Address: Office of the Information Regulator
- Website: <https://inforegulator.org.za/>
- Email: complaints@inforegulator.org.za