ZAKKRO

Privacy Policy

Effective date: 1 October 2026

Your privacy matters to Zakkro. This policy describes the types of information we may process and how it may be used.

1. Purpose of This Policy

This Privacy Policy explains how Zakkro may collect, use, store and share personal information when you visit our website, contact us, place an order or use our services. We aim to handle personal information responsibly and in accordance with applicable South African data-protection requirements, including POPIA where applicable.

2. Information We May Collect

- Identity and contact information, such as your name, phone number and email address.
- Order and delivery information, including products ordered, delivery details and order history.
- Payment-related records needed to confirm or reconcile a payment. We do not intend to publish customers' financial information.
- Messages and customer-support communications you send to us.
- Website and technical information such as IP address, device/browser information, cookies and website activity where collected by our website tools.
- Marketing preferences where you choose to receive promotional communication.

3. Why We Use Personal Information

- To process, manage and deliver orders.
- To communicate about orders, payments, delivery, returns and customer-support requests.
- To maintain business, accounting and transaction records.
- To prevent or investigate fraud, misuse and security incidents.
- To improve our website, products, services and customer experience.
- To send marketing communications where permitted and where appropriate consent or another lawful basis applies.
- To comply with legal and regulatory obligations.

4. Payment Information

Payments may be processed through banks, payment gateways or other payment service providers. Those providers may process information under their own privacy terms. Zakkro should only collect or retain payment information that is reasonably necessary for legitimate business purposes and should not request customers to send full bank-card security credentials through ordinary email or messaging channels.

5. Delivery and Service Providers

We may share information with service providers where reasonably necessary to fulfil an order or operate the store, for example courier companies, hosting providers, website service providers, payment providers, professional advisers or technical support providers. We expect service providers to handle information only for legitimate purposes and with appropriate safeguards.

6. Cookies and Website Technology

Our website may use cookies and similar technologies for essential website functions, shopping-cart operation, analytics, preferences, security or marketing. Where required, users should be given appropriate information and choices about non-essential cookies.

7. Marketing

Where permitted, we may use contact information to send information about Zakkro products, promotions or store updates. You may ask us to stop direct marketing communications using the unsubscribe method provided or by contacting us.

8. Information Security

We take reasonable organisational and technical steps intended to protect personal information against loss, misuse, unauthorised access, alteration or disclosure. No internet or storage system can be guaranteed to be completely secure, so security measures should be reviewed as the business and website evolve.

9. Retention

We keep personal information only for as long as reasonably required for the purpose for which it was collected, to provide services, maintain necessary business records, resolve disputes, prevent fraud and meet legal or regulatory obligations.

10. Your Privacy Rights

Subject to applicable law, you may have rights to ask whether we hold personal information about you, request access to it, request correction or deletion where appropriate, object to certain processing, withdraw consent where processing relies on consent, and raise a complaint with the relevant regulator.

Some information may need to be retained where the law requires it or where there is another lawful reason to retain it.

11. Children

The Zakkro online store is intended for customers capable of entering into online transactions. If personal information relating to a child is processed, appropriate consent or another lawful basis should be obtained where required.

12. External Links

Our website may contain links to third-party websites or services. Their privacy practices are controlled by those third parties, and customers should review the relevant privacy notices when using those services.

13. Changes to This Policy

We may update this Privacy Policy as our services, technology or legal obligations change. The latest version should be published on the Zakkro website with its effective date.

14. Privacy Questions and Requests

For privacy-related questions or requests, contact Zakkro using the details below. Please provide enough information for us to identify and respond to the request appropriately.

Contact Zakkro
Phone: 083 657 3897
Email: sales@zakkro.co.za
Website: zakkro.co.za

This document is a practical website policy draft for Zakkro and should be reviewed for the business's exact operations and applicable South African legal requirements before publication.