

Health4Life Wellness Centre Pty Ltd T/a Fresh Farm Deli Mobile App Privacy Policy

As our customer, your privacy and trust are important to us. Accordingly, we ensure that your Personal Information is collected and processed in a lawful manner. We will always endeavour to protect this information and hold it in confidence. Personal Information supplied by you while making use of this Service (Health4Life Wellness Centre Pty Ltd T/a Fresh Farm Deli Mobile App) is provided voluntarily to Health4Life Wellness Centre Pty Ltd T/a Fresh Farm Deli and Associated Businesses. If you choose to use our Service, then you acknowledge that such conduct constitutes an unconditional, specific and voluntary consent to the processing (including storage) of such information.

This Privacy Policy is complementary to the Health4Life Wellness Centre Pty Ltd T/a Fresh Farm Deli Terms and Conditions which are accessible on the Health4Life Wellness Centre Pty Ltd T/a Fresh Farm Deli website unless otherwise defined in the Privacy Policy.

Information Collection and Purpose

When signing up for this Service, the information you supply is used to facilitate the Services provided via the Mobile App. You agree that you will provide accurate information to us and keep it updated (when it changes), and that you will not create a false identity or account for anyone other than yourself.

The Mobile App collects and uses Personal Information. For instance, when you sign up, you are required to provide your South African Identification Number or Passport Number (non-South African Citizens). Thereafter you will be prompted to provide further details such as: Title, Gender, First Name, Surname and Birthday. You will also be required to provide your Email, Mobile Number, Contact Preference and Physical Address details. This information is required to uniquely identify you as well as to enable us to communicate with you and provide you with our goods and services

We also collect information from or about the device where you install our Mobile App, depending on the permissions you've granted. The permissions requested when installed include:

- Geographical Location – to enable the “deliveries” functionality.

In-app menu activity information is also collected to facilitate improvements to content and assess consumption of content. Our servers may also automatically collect information about your mobile device when you access the Mobile App, including without limitation the type of browser software you use, the operating system you are running, and registered location of external IP address. This is limited to standard header information all mobile devices share when interacting with mobile apps. We do not collect any non-standard header information. This data is used to facilitate improvements in our mobile app design and functionality as well as to manage fraudulent or inappropriate use of the Mobile App.

As detailed above, Personal Information provided will be used to facilitate online shopping and as such, you will receive communications from Health4Life Wellness Centre Pty Ltd T/a Fresh Farm Deli relating to online shopping as per your communication preferences setup on your account profile. If you would like to amend these preferences, please do so via the app or by contacting +27 66 342 5374

All Personal Information will be securely retained and only used to fulfil the purposes listed above. We will take appropriate, reasonable technical and organizational measures to prevent loss of, damage to, or unauthorized destruction and unlawful access to or processing of your personal information. This may include transfer of data outside of South Africa (due to the nature of our technologies being used). Information associated with your account will be kept until your online shopping profile is deleted, unless we no longer provide the Service to you.

Securing Your Account

You are required to create an 8-character password to secure your account. You are responsible for making this password a strong, complex and unique one as well as to keep the password private and secure. Do not share this password with anyone. You are responsible for all actions processed through your account. If you suspect its misuse or compromise, you must report it to our +27 66 342 5374 as soon as possible.

Children's Privacy

The Services do not address anyone under the age of 18. We do not knowingly collect personally identifiable information from children under 18. In the case we discover that a child under 18 has provided us with personal information, we will immediately delete this from our systems. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us.

Changes to This Privacy and Cookies Policy

Health4Life Wellness Centre Pty Ltd T/a Fresh Farm Deli may update our Privacy Policy from time to time. Thus, you are advised to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately after they are posted on this page.

Contact Us

If you have any questions or suggestions about our Mobile App Privacy Policy, do not hesitate to contact +27 66 342 5374.