

Privacy Policy

Effective Date: May 2025

At JSilverarts.com we take your privacy seriously. This Privacy Policy explains how we collect, use, and protect your personal information when you visit our website or make a purchase through WooCommerce. By using our website, you agree to the collection and use of your information following this policy and applicable laws, including the Protection of Personal Information Act (POPIA) in South Africa.

1. Information We Collect

We collect personal information that you provide directly to us when you:

- Place an order
- Subscribe to our newsletter
- Contact us for support

The types of personal information we may collect include:

- Name
- Email address
- Shipping address
- Billing address
- Payment details (via WooCommerce payment gateways)
- Phone number (optional)

2. How We Use Your Information

We use the personal information we collect to:

- Process and fulfil your orders
- Respond to your inquiries or provide customer support
- Send order updates, promotional offers, and newsletters (if subscribed)
- Improve the functionality and user experience of our website
- Prevent fraud and ensure the security of our site

3. Sharing Your Information

We do not sell, rent, or trade your personal information. However, we may share your information with trusted third parties for specific purposes, including:

- **Payment Processing:**

We use a secure payment processor. They handle all payment transactions, and **no credit card details are stored on this website**. Your card details are processed securely by our Payment Processing Partners in compliance with PCI-DSS standards.

- **Shipping Providers:**

We share your shipping address with trusted carriers to fulfil your orders.

- **Third-Party Services:**

We may use third-party services, such as email marketing providers (e.g., Sender) or analytics tools (e.g., Google Analytics), to help run our website and marketing efforts. These providers are bound by strict confidentiality agreements and are prohibited from using your data for other purposes.

4. Cookies

Our website uses cookies to enhance your browsing experience and help us analyse site traffic. Cookies are small text files placed on your device when you visit our site. You can control cookie settings in your browser, but disabling cookies may affect the functionality of certain features on our website.

5. Use of CAPTCHA

Our website uses CAPTCHA to protect against spam and automated abuse. captcha collects certain data, such as mouse movements, keystrokes, and other behavioural patterns, to determine whether a visitor is human. This service is provided by Intuition Machines, Inc. and is subject to their Privacy Policy and Terms of Service. By using our website, you acknowledge and agree to Captcha's practices.

6. Data Retention

We will retain your personal information for as long as necessary to fulfil the purposes outlined in this Privacy Policy or as required by law.

7. Your Rights

You have the right to:

- Access the personal information we hold about you
- Correct or update your personal information
- Delete your account or request that we erase your personal information, subject to applicable laws

- Opt-out of receiving marketing communications at any time

To exercise any of these rights, please contact us at [Your Contact Email].

8. Security

We use appropriate technical and organisational measures to protect your personal information from unauthorised access, alteration, or destruction. However, no data transmission method over the Internet is completely secure. While we strive to protect your information, we cannot guarantee absolute security.

9. Third-Party Links

Our website may contain links to external sites that are not operated by us. We are not responsible for the privacy practices of these third-party sites. We encourage you to review the privacy policies of any external sites you visit.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and the effective date will be updated accordingly. Please review this Privacy Policy periodically for any changes.

11. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

Email: info@jsilverarts.com