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Privacy Policy

Last Updated: 18 May 2025

This Privacy Policy describes how Xtreme Print by Design (the "Website") collects, uses, and shares personal information of users of our website.

1. Information We Collect

We may collect the following types of personal information:

- **Information You Provide Directly:**
 - **Contact Information:** Such as your name, email address, phone number, and mailing address when you contact us, subscribe to our newsletter, or create an account.
 - **Account Information:** If you create an account, we may collect your username, password, and other profile details.
 - **Communications:** Records of your correspondence with us, including emails and other messages.
 - **User Content:** Any information you post, upload, or otherwise submit to the Website (e.g., comments, forum posts).
 - **Transaction Information:** Details of any purchases or transactions you make through the Website.
 - **Other Information:** Any other information you choose to provide to us.
- **Information We Collect Automatically:**
 - **Log Data:** Information about your use of the Website, such as your IP address, browser type, operating system, referring URLs, pages visited, and the dates/times of your access.
 - **Cookies and Similar Technologies:** We may use cookies, web beacons, and other tracking technologies to collect information about your browsing activities and preferences. You can control cookies through your browser settings.
 - **Device Information:** Information about your device, including device type, unique device identifiers, and mobile network information.

2. How We Use Your Information

We may use your personal information for the following purposes:

- To provide, operate, and maintain our website.
- To personalize your experience on the Website.
- To communicate with you, including responding to your inquiries and providing customer support.
- To send you newsletters, marketing communications, and other information about our products or services (where permitted by law). You can opt-out of receiving these communications at any time.
- To process transactions and fulfil your orders.
- To monitor and analyse usage of the Website and improve its functionality and content.
- To detect, prevent, and address technical issues, security breaches, or fraud.
- To enforce our terms and conditions.
- For other purposes that we disclose to you at the time we collect the information or with your consent.

3. How We Share Your Information

We may share your personal information with the following categories of recipients:

- **Service Providers:** Third-party companies that provide services on our behalf, such as website hosting, data analysis, email delivery, payment processing, and customer support. These service providers are contractually obligated to protect your information.
- **Business Partners:** With your consent, we may share your information with business partners to offer you certain products, services, or promotions.
- **Legal Authorities:** We may disclose your information to law enforcement agencies, government bodies, or other third parties if required by law or legal process, or if we believe it is necessary to protect our rights, property, or safety, or the rights, property, or safety of others.
- **Business Transfers:** In the event of a merger, acquisition, reorganization, sale of assets, or similar transaction, your information may be transferred to the acquiring entity.

- **Affiliates:** We may share your information with our subsidiaries and affiliates for internal business purposes.
- **With Your Consent:** We may share your information with third parties when we have your explicit consent to do so.

4. Your Choices and Rights

You may have certain rights regarding your personal information, depending on your location and applicable laws. These rights may include:

- **Access:** The right to request access to the personal information we hold about you.
- **Correction:** The right to request that we correct any inaccurate or incomplete personal information.
- **Deletion:** The right to request the deletion of your personal information (subject to certain exceptions).
- **Objection to Processing:** The right to object to the processing of your personal information for certain purposes, such as direct marketing.
- **Restriction of Processing:** The right to request that we restrict the processing of your personal information in certain circumstances.
- **Data Portability:** The right to receive a copy of your personal information in a structured, commonly used, and machine-readable format.
- **Withdrawal of Consent:** If we rely on your consent to process your personal information, you have the right to withdraw your consent at any time.

To exercise any of these rights, please contact us using the contact information provided below. We may need to verify your identity before fulfilling your request.

5. Data Security

We take reasonable measures to protect your personal information from unauthorized access, use, disclosure, alteration, or destruction. However, no method of transmission over the internet or method of electronic storage is completely secure, and we cannot guarantee absolute security.

6. Data Retention

We will retain your personal information for as long as necessary to fulfil the purposes for which it was collected, as described in this Privacy Policy, or as required by law.

7. Children's Privacy

Our website is not intended for children under the age of 16. We do not knowingly collect personal information from children under this age. If you are a parent or guardian and believe that your child has provided us with personal information, please contact us, and we will take steps to delete such information.

8. Links to Other Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or the content of those websites. We encourage you to review the privacy policies of any third-party websites you visit.

9. International Data Transfers

Your personal information may be transferred to and processed in countries outside of your country of residence, which may have different data protection laws than your country. By using our website, you consent to the transfer of your personal information to these countries. We will take appropriate safeguards to ensure that your personal information remains protected in accordance with this Privacy Policy and applicable laws.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will post any changes on this page and update the "Last Updated" date at the top. We encourage you to review this Privacy Policy periodically for any changes. Your continued use of the Website after the posting of changes constitutes your acceptance of such changes.

11. Contact Us

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us at:

admin@xtmprint.co.za