

SWEETALK PRIVACY POLICY

Last updated: 18 September 2026

Sweet Design Chocolate (Pty) Ltd, trading as Sweetalk (“Sweetalk”, “we”, “us” or “our”), respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store, share and protect personal information when you visit www.sweetalk.co.za, purchase our products, request a quotation, communicate with us, subscribe to our marketing communications or otherwise interact with Sweetalk.

We process personal information in accordance with applicable South African law, including the Protection of Personal Information Act 4 of 2013 (“POPIA”).

1. Information We Collect

Depending on how you interact with Sweetalk, we may collect information including:

- Your name and surname;
- Company or organisation name;
- Email address;
- Telephone or mobile number;
- Billing and delivery addresses;
- VAT and other business information;
- Order and purchase history;
- Payment and transaction information;
- Enquiries, quotation requests and correspondence;
- Artwork, logos, branding files and other information supplied for personalised products;
- Information provided through WhatsApp, email, telephone or website forms;
- Marketing and newsletter preferences; and
- Technical information such as IP address, browser type, device information, website activity and cookie information.

We only collect information that is reasonably necessary for our business activities and the purposes described in this Policy.

2. How We Use Your Information

We may use your personal information to:

- Process and fulfil orders;
- Prepare and send quotations and invoices;
- Manufacture personalised or custom-branded products;
- Process payments;
- Arrange collection, delivery and courier services;
- Communicate with you regarding your order, enquiry or account;
- Provide customer service and after-sales support;
- Manage reseller, retailer, hotel, corporate and other business accounts;
- Maintain transaction and accounting records;
- Improve our products, website and customer experience;

- Analyse website usage and marketing performance;
- Prevent fraud and protect our website and business;
- Comply with legal, regulatory, tax and accounting obligations; and
- Send marketing communications where permitted by law.

3. Personalised Artwork and Branding

When ordering personalised or branded chocolate products, you may provide Sweetalk with logos, artwork, names, photographs, messages or other information.

We use this information for purposes such as preparing artwork, proofs, quotations and manufacturing your personalised products.

Please ensure that you have the necessary authority or permission to provide us with any personal information, photographs, logos or other material belonging to another person or organisation.

4. Online Payments

Payments made through our website may be processed by third-party payment service providers.

Sweetalk does not generally receive or store your complete bank-card information where payment information is entered directly into a secure payment provider's system.

Payment providers process information according to their own privacy and security policies.

5. Delivery and Service Providers

Where necessary to fulfil your order or operate our business, we may share limited personal information with trusted third parties, including:

- Courier and delivery companies;
- Payment processors;
- Website and hosting providers;
- Accounting and business software providers;
- Email and communication platforms;
- Marketing and analytics providers;
- IT and cybersecurity service providers; and
- Professional advisers or authorities where required by law.

We only disclose information where reasonably necessary for the relevant service or where otherwise permitted or required by law.

6. Marketing Communications

If you subscribe to our mailing list, request information from us, or where applicable law otherwise permits us to communicate with you, we may send you information about Sweetalk products, seasonal ranges, promotions and services.

Where consent is required, we will obtain it before sending electronic direct marketing.

You can unsubscribe from marketing emails at any time by using the unsubscribe option contained in the communication or by contacting us.

Opting out of marketing communications will not prevent us from sending necessary transactional communications relating to your orders, quotations or account.

7. Cookies and Website Analytics

Our website may use cookies and similar technologies to operate correctly, remember preferences, understand how visitors use the website and measure advertising and marketing performance.

These technologies may collect information such as your IP address, device type, browser, pages viewed, referring website and interactions with our website.

We may use third-party analytics and advertising technologies, including services provided by Google and Meta.

You can manage or disable cookies through your browser and, where available, our website's cookie settings. Disabling certain cookies may affect some website functionality.

8. How We Protect Your Information

Sweetalk takes reasonable technical and organisational measures to protect personal information against loss, misuse, unauthorised access, disclosure, alteration or destruction.

Access to personal information is limited to employees, contractors and service providers who reasonably require access for legitimate business purposes.

While we take reasonable precautions, no internet transmission or electronic storage system can be guaranteed to be completely secure.

9. Retention of Information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including fulfilling orders, maintaining business and accounting records, resolving disputes and complying with legal or regulatory requirements.

When information is no longer required, we will take reasonable steps to delete, destroy or de-identify it, subject to applicable legal requirements.

10. International Processing

Some of the technology and service providers used by Sweetalk may process or store information outside South Africa.

Where personal information is transferred internationally, we take reasonable steps to ensure that the transfer is handled in accordance with applicable data-protection requirements.

11. Your Rights

Subject to POPIA and other applicable laws, you may have the right to:

- Ask whether Sweetalk holds personal information about you;
- Request access to your personal information;
- Request correction or updating of inaccurate information;
- Request deletion or destruction of information where legally applicable;
- Object to certain processing of your personal information;
- Withdraw consent where processing is based on consent; and
- Lodge a complaint with the Information Regulator of South Africa.

We may need to verify your identity before processing certain privacy requests.

12. Security Compromises

If Sweetalk has reasonable grounds to believe that your personal information has been accessed or acquired by an unauthorised person, we will take the steps required under applicable law, which may include notifying affected individuals and the Information Regulator where required.

13. Third-Party Websites

Our website may contain links to websites or services operated by third parties.

Sweetalk is not responsible for the privacy practices, security or content of third-party websites. We recommend reviewing their privacy policies before providing personal information.

14. Children's Information

Our products and website are primarily intended for adults and businesses.

We do not knowingly collect personal information from children through our website without appropriate consent or another lawful basis where required.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, website, technology or legal obligations.

The latest version will be published on our website with the date of the most recent update.

16. Contact Sweetalk

For questions regarding this Privacy Policy, requests relating to your personal information, or privacy concerns, please contact:

Sweet Design Chocolate (Pty) Ltd T/A Sweetalk
Johannesburg, Gauteng, South Africa
Telephone: 010 056 8302
Website: www.sweetalk.co.za

For POPIA-related requests, please contact Sweetalk's Information Officer or designated privacy contact using the contact details published by Sweetalk.

17. Information Regulator

You also have the right to lodge a complaint with the Information Regulator (South Africa) if you believe that your personal information has been processed unlawfully.

Information Regulator (South Africa)
Woodmead North Office Park
54 Maxwell Drive
Woodmead, Johannesburg, South Africa
Telephone: 010 023 5200
Email: enquiries@inforegulator.org.za