



PRIVACY POLICY — HOKAAI VLEISMARK BK

(Trading as Hokaai Meat Market)

Last Updated: 2025

Hokaai Vleismark BK (“Hokaai Meat Market”, “we”, “our”, “us”) is committed to protecting your personal information and complying with the Protection of Personal Information Act (POPIA). This Privacy Policy explains how we collect, use, store, and protect your information when you use our website, place orders, or interact with our business.

1. Company Information

Business Name: Hokaai Vleismark BK

Trading Name: Hokaai Meat Market

CK Number: 1994/00211923

Information Officer: Tony Roodt

Email (Information Officer): faerieglen@hokaaimeatmarket.co.za

Registered Address:

Hokaai Shopping Centre,
558 Graaff-Reinet Street, Faerie Glen, Pretoria, 0081

2. What Personal Information We Collect

We collect the following types of personal information:

2.1 Information You Provide

- Full name
- Contact number
- Email address
- Delivery address
- Billing information
- Order details
- Special instructions for orders
- Game processing preferences (where applicable)

2.2 Information Collected Automatically

- IP address
- Browser type
- Device information
- Website usage data (pages visited, time spent, etc.)

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2.3 Payment Information

Payment details are processed **securely via PayGate** or approved payment partners.
We do not store or have access to your card numbers or bank login details.

3. Why We Collect Your Information

We use your personal information for the following purposes:

3.1 To Fulfil Your Orders

- Preparing, packing, and delivering your order
- Processing payments
- Sending order confirmations and updates
- Handling customer enquiries

3.2 To Improve Our Services

- Analysing website behaviour
- Monitoring customer preferences
- Enhancing product offerings

3.3 Legal and Compliance Purposes

- POPIA compliance
 - Responding to legal requests
 - Preventing fraud
 - Maintaining business records
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4. How We Use Your Information

Your information may be used for:

- Order processing and communication
- Delivery arrangements
- Customer service
- Quality control
- Marketing (only if you opt in)
- Managing spitbraai hire and game processing orders
- Internal reporting and analytics

We do **not** use your information for automated decision-making or profiling.

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5. How We Store & Protect Your Information

We implement reasonable technical and organisational safeguards to protect your data, including:

- Encrypted payment processing
- Secure servers
- Access controls
- Staff confidentiality agreements

Your information is stored only for as long as necessary to fulfil our business and legal obligations.

6. Sharing of Information

We do **not** sell your information.

We only share data with trusted service providers when required:

We may share limited information with:

- Delivery partners
- Payment processors (e.g., PayGate)
- IT/hosting providers
- Law enforcement (if required by law)

These service providers may only use the information to perform their specific functions.

7. Data Retention

We retain your information for as long as necessary for:

- Fulfilling your order
- Legal compliance (tax, accounting, etc.)
- Resolving disputes

Game processing orders and spitbraai hire records may be kept for auditing and compliance.

8. Your POPIA Rights

Under POPIA, you have the right to:

- Access your personal information

- Correct or update your information
- Request deletion (in certain circumstances)
- Object to direct marketing
- Withdraw consent
- Lodge a complaint with the Information Regulator

Contact the Information Officer at:

faerieglen@hokaaimarket.co.za

Information Regulator (South Africa):

Website: <https://www.justice.gov.za/infoereg/>

9. Cookies & Tracking Technologies

Our website uses cookies to:

- Improve user experience
- Track performance
- Enable essential website functions

You may disable cookies through your browser settings, but some website features may not function properly.

10. Children's Privacy

We do not knowingly collect information from children under 18.

Parents or guardians may request deletion of any information inadvertently collected.

11. Changes to This Policy

We may update this Privacy Policy from time to time.

Revisions will be posted with a new "Last Updated" date.

Continued use of our website constitutes acceptance of the updated policy.

12. Contact Information

For any privacy-related questions, requests, or concerns:

Email: faerieglen@hokaaimarket.co.za

Phone: 012 991 2801

Attention: Information Officer – Tony Roodt

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