

PRIVACY POLICY

Standard POPIA Compliant (Act No. 4 of 2013) | Effective Date: June 2026

1. Introduction and Scope

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from **jungujosh.com** (the "Site"). The Site is owned and operated by Constant Van Graan, operating as a Sole Proprietor in the Republic of South Africa. We respect your privacy and are committed to protecting your personal data in strict accordance with the Protection of Personal Information Act (POPIA), Act No. 4 of 2013.

2. The Information We Collect (Purpose-Specification Principle)

We collect and process personal information strictly to fulfill your order, process your checkout transaction, and communicate shipping updates. When you place an order or attempt to make a purchase through the Site, we collect:

- **Identity Information:** Full name.
- **Contact Information:** Email address and South African mobile phone number.
- **Delivery/Fulfillment Information:** Preferred physical delivery address or the specific designated location details of your choice of e-commerce delivery locker.

We do not collect, view, or store credit card numbers, bank account numbers, or financial passwords on our servers. All transaction information is handled securely via encrypted protocol infrastructure.

3. Secure Payment Gateway and Responsible Third Parties

To successfully deliver our services, we share necessary elements of your personal information with the following operators:

- **PayFast (Payment Processing):** Your transaction is routed securely via PayFast (Pty) Ltd. PayFast is a PCI-DSS Level 1 Compliant payment gateway. Your payment data is securely tokenized and encrypted by PayFast; it is never exposed to us.
- **The Courier Guy (Logistics):** Your name, mobile telephone number, and delivery locker/address details are shared with The Courier Guy to facilitate locker-to-locker or locker-to-door transit.

4. Consent for Minors

As the *Jungu Josh* trilogy is a young adult fantasy book series targeted towards teenagers, minors may interact with the Site. However, any commercial transaction, payment submission, or submission of personal contact details through the checkout must be conducted with the explicit consent, supervision, and guidance of a parent or legal guardian.

5. Data Security and Retention

We take legally required technical and organizational measures to safeguard your personal data from unauthorized access, accidental loss, destruction, or manipulation. We retain your information only for as long as necessary to fulfill accounting requirements under South African tax guidelines or as needed to resolve historic customer support queries.

6. Your Rights Under POPIA

In terms of POPIA, you have the right to request confirmation of whether we hold your personal information, object to the processing of your personal information for marketing purposes, or request that your personal information be corrected, updated, or permanently deleted from our active databases.

Merchant Operator & Owner: Constant Van Graan

Official Support Email: admin@jungujosh.info

Official Contact Phone: 083 455 5892

Origin Point Address: 6 Maree St, Potchefstroom, 2520