



PRIVACY POLICY

JJ's Bones of the Earth
Last updated: 1 October 2026

WHO WE ARE

JJ's Bones of the Earth respects your privacy. This policy explains how we collect, use, share and protect personal information when you visit our website, contact us, request a quotation or purchase our products and services.

The business responsible for your personal information is:

Legal entity or proprietor: JJ Bones of the Earth (Pty) Ltd, trading as JJ's Bones of the Earth

Business address: Portion 104 of the Farm Guernsey 81KU, Hoedspruit, Limpopo, South Africa

Website: www.jjsbones.com

Email: info@jjsbones.co.za

Telephone / WhatsApp: +27 79 774 5669

Privacy enquiries may be directed to our Information Officer at the email address above.

INFORMATION WE COLLECT

Depending on your interaction with us, we may collect:

- Your name, email address and telephone number.
- Your location, delivery address or project-site address.
- Project requirements, measurements, preferences and budget information you choose to provide.
- Photographs, sketches and other files submitted with an enquiry.
- Correspondence, quotations, order details, invoices and payment references.
- Technical information associated with website use, such as your IP address, browser, device information and pages visited, depending on the website features and settings in use.

We generally collect information directly from you through our website forms, email, telephone, WhatsApp or in-person discussions. Where someone provides information on your behalf, we may receive it from that person.

Please provide only information relevant to your enquiry. Avoid including other people's personal information in photographs or documents unless you are authorised to share it.



PRIVACY POLICY

JJ's Bones of the Earth
Last updated: 1 October 2026

WHY WE USE YOUR INFORMATION

We use relevant personal information to:

- Respond to enquiries and discuss project requirements.
- Prepare quotations and communicate about designs, materials and availability.
- Process and fulfil orders.
- Arrange site visits, delivery, installation or other agreed services.
- Handle payments, accounts, after-sales support and complaints.
- Maintain business records and meet applicable legal obligations.
- Operate, secure and improve our website.

We process information on an appropriate lawful basis, including taking steps towards or performing a contract, complying with legal obligations, pursuing legitimate interests where permitted, or obtaining consent where required.

Submitting an enquiry does not automatically subscribe you to marketing messages.

YOUR CHOICE TO PROVIDE INFORMATION

You choose whether to contact us and provide personal information. However, certain details are necessary for us to respond, prepare an accurate quotation or carry out an order.

If you do not provide the necessary information, we may be unable to assist with your request. Optional photographs, sketches and additional project details are provided at your discretion.

SHARING YOUR INFORMATION

We do not sell your personal information.

Where necessary for the purposes described in this policy, we may share relevant information with:

- Authorised staff and contractors working on your enquiry or project.
- Delivery providers, installers and other service providers involved in fulfilling your order.
- Website hosting, form-processing, email, communications and IT service providers.
- Accountants, professional advisers, authorities or other recipients where disclosure is legally required or permitted.

We limit sharing to what is reasonably necessary and require service providers acting on our behalf to protect personal information appropriately.

0797745669 / info@jjsbones.co.za
www.jjsbones.com



PRIVACY POLICY

JJ's Bones of the Earth
Last updated: 1 October 2026

WEBSITE, WHATSAPP AND SOCIAL MEDIA

Our website uses Wix. If you contact us through WhatsApp or interact with us through Facebook or Instagram, those platforms also process information under their own privacy policies.

Some service providers may process or store information outside South Africa. Where we transfer personal information internationally, we will ensure that an applicable basis and appropriate safeguards under POPIA are in place.

Links to external websites or platforms are provided for convenience. Their privacy practices are governed by their own policies.

COOKIES AND WEBSITE TECHNOLOGIES

Our website may use cookies and similar technologies to support its operation, security and, where enabled, analytics or marketing features.

Where applicable, our cookie settings or notice explain the technologies in use and allow you to manage optional cookies. You can also control cookies through your browser settings, although restricting necessary cookies may affect website functionality.

MARKETING AND PROJECT PHOTOGRAPHS

If we send promotional messages, we will do so only where permitted by law and obtain consent where required. You may ask us to stop direct marketing at any time using the contact details above or an unsubscribe option provided.

Photographs or sketches submitted for a quotation are used to assess and discuss your project. Their submission does not give us permission to publish them.

Where project photographs identify you or reveal private details about your home or premises, we will obtain appropriate permission before using them on our website or social media.



PRIVACY POLICY

JJ's Bones of the Earth
Last updated: 1 October 2026

KEEPING INFORMATION SECURE

We take reasonable organisational and technical measures to protect personal information against loss, unauthorised access, misuse or disclosure.

Access is limited to people who need the information for their work. No electronic system is completely secure. Where a security compromise occurs, we will take appropriate action and notify the Information Regulator and affected people where required by law.

HOW LONG WE KEEP INFORMATION

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, including order fulfilment, after-sales support, legal recordkeeping and resolving disputes.

Retention periods depend on the type of record and applicable requirements. When information is no longer needed, we securely delete, destroy or de-identify it, subject to lawful retention requirements.

YOUR RIGHTS

Subject to applicable law, you may:

- Ask whether we hold personal information about you and request access.
- Request correction of inaccurate or incomplete information.
- Request deletion or destruction where legally appropriate.
- Object to certain processing of your information.
- Withdraw consent where processing relies on consent.
- Object to direct marketing.
- Lodge a complaint with the Information Regulator.

Withdrawing consent does not affect processing that was lawful before withdrawal. Some information may still need to be retained or processed on another lawful basis.

To exercise your rights, email info@jjsbones.co.za. We may request reasonable proof of identity before responding.



PRIVACY POLICY

JJ's Bones of the Earth

Last updated: 1 October 2026

COMPLAINTS

Please contact us if you have a concern about how we handle your personal information.

You may also contact the Information Regulator (South Africa):

Website: <https://infoeregulator.org.za>

POPIA complaints email: POPIAComplaints@infoeregulator.org.za

CHANGES TO THIS POLICY

We may update this policy when our services, website features or information-handling practices change. The latest version will be available through our website, with its revision date shown above.