Privacy Policy & POPIA Compliance Notice

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1. Introduction & Responsible Party (POPIA Act 4 of 2013)

This Privacy Policy outlines how **Hygienical (Pty) Ltd trading as Higiene** ("Higiene", "we", "us", or "our") collects, uses, protects, and discloses personal information in strict compliance with the South African Protection of Personal Information Act, No. 4 of 2013 (**POPIA**).

> **Zero Credit Card Storage Guarantee:** Higiene never sees, stores, or retains your credit or debit card numbers. All cardholder payment processing is handled exclusively through 256-bit encrypted channels by our PCI-DSS Level 1 certified gateway partner, **Payfast by Network**.

2. Personal Information We Collect

We collect only the minimum personal information necessary to process your order, dispatch your parcel, and provide customer support:

- **Identification Details:** First name and surname.
- **Contact Information:** Mobile phone number (required for courier contact and PUDO Smart Locker SMS OTP collection PINs) and email address.
- **Delivery Destination:** Physical street address (for Door-to-Door courier) or your nominated PUDO Smart Locker terminal.
- **Transaction Records:** Order reference number, purchased product SKUs, order value, and Payfast payment status confirmation.

3. Lawful Purpose of Processing

Your personal information is processed exclusively for legitimate operational and legal purposes:

- Packing and dispatching your Fungus No More™ skincare order.
- Generating electronic courier waybills with The Courier Guy / PUDO / Bob Go.
- Transmitting automated live tracking links and 6-digit locker collection PINs via SMS and email.
- Providing customer care, order support, and skincare regimen assistance.
- Complying with South African tax (SARS) and accounting record-keeping laws.

4. Third-Party Sharing & Confidentiality

We never sell, rent, or trade customer personal data. Information is shared strictly with essential fulfilment partners:

- **Logistics & Locker Partners:** The Courier Guy / PUDO (recipient name, mobile number, and delivery destination).
- **Payment Processor:** Payfast by Network (for encrypted payment verification).

5. Data Security & Your Rights Under POPIA

As a Data Subject under POPIA, you have the right to request access to the personal information we hold about you, request correction or deletion of inaccurate records, or object to processing at any time by contacting our Information Officer at **sales@higiene.co.za** or **+27 (0)74 704 3506**.

Merchant & Legal Entity: Hygienical (Pty) Ltd trading as Higiene / Fungus No More™ (Republic of South Africa)
Official Website: https://fungusnomore.co.za | **Support Email:** sales@higiene.co.za / fungusnomore@gmail.com | **WhatsApp / Phone:** +27 (0)74 704 3506
Physical Address: 8 Ferox Street, Aloe Park, Albertinia, 6695, South Africa | **Payment Partner:** Payfast by Network (Merchant ID: 25036133)