

Privacy Policy

dripnship.com

Last Updated: 12 February 2026

This Privacy Policy describes how **DripnShip (“we”, “our”, or “us”)** collects, uses, stores, and protects your personal information when you visit or make a purchase from <https://dripnship.com>.

This policy is designed in accordance with the **Protection of Personal Information Act, 2013 (POPIA)** of South Africa.

By using our website, you consent to the collection and processing of your personal information as described in this Policy.

1. Information We Collect

We may collect the following personal information:

1.1 Information You Provide

- Full name
- Email address
- Phone number
- Billing and delivery address
- Payment details (processed securely through payment providers)
- Account login information
- Customer service communications

1.2 Automatically Collected Information

- IP address
 - Browser type and device information
 - Website usage data and browsing behavior
 - Cookies and tracking technologies
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2. How We Use Your Information

We use personal information to:

- Process and deliver orders
 - Provide customer support
 - Communicate order updates and service messages
 - Improve our website and shopping experience
 - Detect fraud and ensure website security
 - Send promotional communications (only where consent has been provided)
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3. Legal Basis for Processing (POPIA Compliance)

We process personal information where:

- It is necessary to fulfill a contract (e.g., processing your order)
 - You have provided consent
 - Processing is required to comply with legal obligations
 - Processing is necessary for our legitimate business interests, provided your rights are not overridden
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4. Sharing of Personal Information

We do not sell personal information. We may share personal information only with:

- Payment processors and financial service providers
- Courier and logistics partners for order delivery
- IT and hosting service providers
- Legal or regulatory authorities where required by law

All service providers are required to maintain confidentiality and protect personal information.

5. Cookies and Tracking Technologies

Our website uses cookies to:

- Enable essential website functionality
- Improve user experience
- Analyze website traffic
- Support marketing and promotional activities

Users may disable cookies through browser settings; however, some website features may not function properly.

6. Data Security

We implement appropriate technical and organizational safeguards to protect personal information against:

- Unauthorized access
- Loss or theft
- Alteration or disclosure

Secure payment processing systems are used, and payment details are not stored directly on our servers where third-party payment gateways are used.

7. Data Retention

Personal information is retained only for as long as necessary to:

- Fulfill the purposes outlined in this Policy
 - Comply with legal, tax, and accounting obligations
 - Resolve disputes and enforce agreements
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8. Your Rights Under POPIA

In accordance with POPIA, you have the right to:

- Request access to personal information we hold about you
- Request correction or deletion of your personal information

- Object to certain processing activities
- Withdraw consent where processing is based on consent
- Lodge a complaint with the Information Regulator of South Africa

Requests may be submitted using the contact details below.

9. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those external websites.

10. Children's Privacy

Our website is not intended for individuals under the age of 18, and we do not knowingly collect personal information from minors.

11. Updates to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page, and continued use of the website constitutes acceptance of the updated Policy.

12. Contact Information

If you have any questions, requests, or complaints regarding this Privacy Policy or your personal information, please contact:

DripnShip

Website: <https://dripnship.com>

Email: info@dripnship.com

You may also contact the **Information Regulator (South Africa)** if you believe your rights have been violated.