

Pango Consumer Data Privacy Policy

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At Pango, we value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your data when you visit our website or make a purchase from us.

1. 1. Information We Collect

We collect and process the following types of personal information:

- Personal Details: Name, email address, phone number.
- Billing & Shipping Information: Address and payment details (processed securely by third-party payment providers).
- Order Information: Product purchases and transaction details.
- Website Usage Data: IP address, browser type, and interactions with our website (collected via cookies and analytics tools).

2. How We Use Your Information

We use your information for:

- Processing and fulfilling orders.
- Providing customer support and handling inquiries.
- Improving our website, products, and services.
- Sending promotional emails (only if you have opted in).
- Ensuring compliance with legal obligations.

3. Sharing of Information

We do not sell, trade, or rent your personal information. However, we may share it with:

- Service Providers: Courier companies (e.g., Courier Guy) for order fulfilment
- Payment Processors: Secure third-party payment gateways to process transactions.
- Legal Authorities: If required by law or to protect our rights.

4. Data Security

We implement appropriate security measures to protect your personal data from unauthorized access, disclosure, or misuse.

5. Cookies & Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance your browsing experience. You can manage cookie preferences in your browser settings.

6. Your Rights Under POPIA

As a South African consumer, you have the right to:

- Access the personal data we hold about you.
- Correct or update your information.
- Request deletion of your data (subject to legal and business obligations).
- Opt-out of marketing communications.

To exercise your rights, contact us at support@pangoafrica.com

7. Retention of Data

We retain your personal data only for as long as necessary to fulfil business and legal obligations. Once data is no longer needed, we securely dispose of it.

8. Third-Party Links

Our website may contain links to third-party sites. We are not responsible for their privacy policies or content.

9. Changes to This Policy

We may update this policy periodically. Any changes will be posted on this page with the updated date.

10. Contact Us

If you have any questions about this policy or your data privacy rights, contact us at support@pangoafrica.com.