Decanted — Privacy Policy

Effective date: 1 September 2026

1. Who We Are

This website and the events, wine, tickets and merchandise sold through it ("**Decanted**", "**we**", "**us**", "**our**") are operated by:

Decanted Sounds (Pty) Ltd Registration number: 2026 / 663045 / 07 Republic of South Africa

This Privacy Policy is issued in compliance with the **Protection of Personal Information Act 4 of 2013 ("POPIA")** and applies to all personal information collected through this website, at our events, and in connection with the sale of our wines, tickets and merchandise.

This website is developed and maintained on our behalf by gbrenos.co.za. Decanted Sounds (Pty) Ltd remains the responsible party for all personal information collected through the site.

By using this website or purchasing from us, you agree to the collection and use of your information as described in this Policy. If you do not agree, please do not use this website or make a purchase.

2. Information We Collect

We keep the information we collect to the minimum needed to process your order and comply with our legal obligations. When you purchase wine, event tickets, or merchandise from us, we collect:

- Full name
- Email address
- Mobile / cell phone number
- Physical/home address (where a physical product, such as wine or merchandise, is being delivered to you)
- Order details necessary to fulfil your purchase, such as the volume/quantity of wine

ordered and merchandise sizes selected

We do not collect any special personal information as defined under POPIA (such as information relating to race, health, religious or philosophical beliefs, sexual life, criminal behaviour, trade union membership, or biometric information).

We do not collect or store any payment card or banking details. All payments are processed by our third-party payment provider, **Yoco (Pty) Ltd**, directly on their secure, PCI-compliant platform. Decanted never receives or stores your card number, expiry date, CVV, or banking details. Yoco's own privacy policy and terms govern its processing of your payment information, and we encourage you to review these at yoco.com.

3. Why We Collect Your Information (Purpose of Processing)

We process your personal information only for the following purposes:

- To process and fulfil your purchase of wine, event tickets, or merchandise;
- To communicate with you about your order (e.g. confirmations, event details, collection/delivery arrangements, refund or exchange requests);
- To verify ticket holders at the point of entry to an event;
- To comply with our legal, tax, and record-keeping obligations under South African law; and
- To respond to queries or complaints you raise with us.

We do not use your information for automated decision-making or profiling.

4. Marketing

We only send you marketing communications about **our own products and events** (e.g. new wine releases, upcoming events, merchandise drops). We do not sell, rent, or share your information with third parties for their own marketing purposes.

If you no longer wish to receive marketing communications from us, you may opt out at any time by emailing **connect@bydecanted.co.za** with the subject line "Unsubscribe," or by using the unsubscribe link included in any marketing email. Opting out of marketing does not affect our ability to send you communications that relate to an order you have placed.

5. Legal Basis for Processing

We process your personal information on the following lawful grounds under POPIA:

- **Performance of a contract** — to process and deliver your purchase of tickets, wine, or merchandise;
- **Compliance with a legal obligation** — to meet record-keeping, tax and financial reporting obligations under South African law; and
- **Consent** — where you have opted in to receive marketing communications from us.

6. Retention of Information

We retain your name, email address, mobile/cell number, physical/home address, and order details (such as wine volumes and merchandise sizes) only for as long as is necessary to:

- fulfil the purchase for which the information was collected;
- meet applicable legal, accounting, or tax record-keeping requirements under South African law (including the Consumer Protection Act and tax legislation); and
- resolve any dispute, refund, exchange, or complaint relating to your order.

Once none of these purposes apply, we securely delete or de-identify your information.

7. How We Store and Protect Your Information

We take reasonable technical and organisational measures to protect your personal information against loss, unauthorised access, alteration, or disclosure, including:

- restricting access to your information to personnel who need it to process your order;
- storing information on secure, access-controlled systems; and
- not storing any payment card or banking details ourselves.

No system can be guaranteed 100% secure, but we take your privacy seriously and act promptly to address any security concerns.

8. Sharing of Information

We do not sell or rent your personal information. We only share your personal information with:

- **Yoco (Pty) Ltd**, our payment processing partner, solely to process your payment;
- **Armax**, our courier/shipping partner, solely to deliver wine or merchandise ordered to your physical/home address; and

- service providers or event partners strictly where necessary to fulfil your order (for example, a venue requiring a guest list for entry), and only to the extent needed for that purpose.

We do not transfer your personal information outside South Africa.

9. Cookies

Our website may use cookies to help it function properly and to understand how visitors use the site. Cookies do not collect payment information. You can disable cookies in your browser settings at any time; doing so may affect some website functionality.

10. Your Rights Under POPIA

As a data subject, you have the right to:

- request confirmation of whether we hold personal information about you, and request access to it;
- request correction of any inaccurate, outdated, or incomplete personal information;
- request that we delete or destroy personal information that we are no longer authorised to retain;
- object, on reasonable grounds, to the processing of your personal information;
- withdraw any consent you have given (e.g. for marketing) at any time; and
- lodge a complaint with us, or with the Information Regulator, if you believe your information has been processed unlawfully.

To exercise any of these rights, please contact us using the details in section 12 below. We will respond within a reasonable time and in accordance with POPIA.

11. Complaints to the Information Regulator

If you are not satisfied with how we have handled your personal information, you have the right to lodge a complaint with South Africa's Information Regulator:

The Information Regulator (South Africa) Website: inforegulator.org.za Complaints: POPIAComplaints@inforegulator.org.za General enquiries: enquiries@inforegulator.org.za Tel: +27 10 023 5200 Address: 27 Stiemens Street, Braamfontein, Johannesburg

12. Contact Us

For any questions, requests, or complaints regarding this Privacy Policy or your personal information, please contact us at:

Email: connect@bydecanted.co.za

13. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or the law. The updated version will be posted on this website with a revised effective date. We encourage you to review this page periodically.

14. Governing Law

This Privacy Policy is governed by the laws of the Republic of South Africa, including POPIA, and any dispute arising from it is subject to the jurisdiction of the South African courts.