



## Privacy Policy

- This web site is owned and operated by Innes Custom Clothing (pty) Ltd t/a Custom Clothing (“Custom Clothing”), a company registered in the Republic of South Africa under company registration number 2025/13852241/07, which has its registered office at 31 Valley Road, Bordeaux, Randburg 2194.
- Custom Clothing has a firm commitment to protecting your privacy. The following statement explains our policy in regard to the use of any personal information you may give us as you use any part of [www.customclothing.co.za](http://www.customclothing.co.za). We can be reached via e-mail at [info@customclothing.co.za](mailto:info@customclothing.co.za).

## Definitions and Interpretation

- In these terms and conditions, the following expressions bear the meanings assigned to them below and cognate expressions bear corresponding meanings:
- “Affiliates” means any person, any entity controlling, controlled by or under common control with such person, in all cases directly or indirectly; and the term “control”, whether used as a noun, adjective or verb, refers to the possession, directly or indirectly, of the power to direct, or cause the direction of, the management or policies or a legal entity, whether through the ownership of voting securities, by contract or otherwise;
- “ECT Act” means the Electronic Communications and Transactions Act, No. 25 of 2002, as amended from time to time;
- “Intellectual Property Rights” means all and any of the rights in and to intellectual property of any nature whatsoever owned and/or controlled directly by Custom Clothing, now or in the future, including without limitation, Custom Clothing’s rights, title and interest in and to all technology, source code/s, trade secrets, logos, systems, methods, trademarks, trade names, styles, insignia, designs, patents and copyright, and all similar proprietary rights which may subsist in any part of the world, whether registered or not;
- “Custom Clothing” means Custom Clothing Proprietary Limited, registration number 2025/13852241/07, a limited liability private company duly incorporated in the Republic of South Africa, and its Affiliates;
- “Personal Information” shall have the meaning ascribed thereto in POPI;

- “POPI” means the Protection of Personal Information Act, No. 4 of 2013, as amended from time to time;
- “Terms” means the agreement set out in this document comprising the terms and conditions and privacy policy of the Custom Clothing website, as amended from time to time;
- “User” shall mean any person who enters and utilizes this website; and
- “Website” means [www.customclothing.co.za](http://www.customclothing.co.za)
- Hyperlinks herein to legal documents shall be deemed part of these Terms in terms of Section 11(3) of the ECT Act. The fact that some or all of the hyperlinks may, from time to time, be non-operational, shall not affect the validity and interpretation of these Terms.

#### Custom Clothing Privacy and Cookie Policy

- This clause provides details regarding Custom Clothing's privacy and cookie policy (the “Privacy Policy”), which forms part of these Terms.
- This Privacy Policy sets out how Custom Clothing uses and protects any Personal Information given to it electronically by the User. By accessing any part of this Website or providing information to Custom Clothing, the User consents to the use and transfer of such information on the provisions as set out herein. Custom Clothing shall, however, take all reasonable measures to ensure that the User's information remains protected and confidential and shall store the User's information on the terms required by applicable legislation.
- Information detailed above is collected either electronically by using cookies or is provided voluntarily by the User, such as the User's name, and contact information. For purposes of this clause, a cookie means a small computer file created by a web browser to save User information for the Website. Cookies ensure that Custom Clothing is able to continually improve its Website and provide information such as your location and IP address.
- Custom Clothing has security systems and measures in place to protect the User's Personal Information against loss, unlawful access and unauthorised destruction.



- The User shall have a right to request the details of their Personal Information held by Custom Clothing in terms of POPI. Should the User suspect that their personal information is incorrect or outdated, the User may contact Custom Clothing at [info@customclothing.co.za](mailto:info@customclothing.co.za) for the purpose of correcting, updating or removing such Personal Information.
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- You may provide Personal Information to Custom Clothing when communicating with Custom Clothing, if you register as a customer to obtain Custom Clothing's services, place an order, make an inquiry or participate in a promotion, Custom Clothing will ask for your name, address and e-mail address and any other relevant information about you.

#### How Custom Clothing uses your information?

- Custom Clothing may use your information to validate you as a customer, for market segmentation, remarketing to you and recruiting new business. Custom Clothing utilises "first party cookies" (cookies originating from us) amongst other reasons, to simply track your visits between sessions and deliver a more personalised experience. Custom Clothing also utilises "third party cookies" (cookies not originating from us) to provide traffic analysis and tracking.

#### How long does Custom Clothing keep your information for?

- The time periods for which Custom Clothing keeps your information may vary according to the use or purpose attached to the information. Unless there is a specific legal requirement requiring Custom Clothing to keep your information, however, Custom Clothing will not keep it for longer than necessary for the purpose for which the information was collected or for which it is to be processed.

#### Disclosing your information to third parties



- Custom Clothing may provide aggregate statistics about its sales, customers, traffic patterns and other Website information to third parties, but these statistics will not include any information that could identify the User. Custom Clothing will only disclose, distribute or transfer the User's Personal Information to third parties on the following basis:
  - where Custom Clothing has the User's permission;
  - where Custom Clothing is required to do so by law; or
  - where such transfer would otherwise comply with law.

#### When and where does Custom Clothing use cookies?

- Custom Clothing allocates cookies amongst other times, from the time that the User lands on the Website, during the registration process for Custom Clothing's services as customer, in obtaining custom Clothing's services, to place and order, to make an inquiry, to enter a competition or to participate in a promotion. These cookies will hold information collected during your registration and will allow Custom Clothing to recognise you as a customer and provide you with the services you require.

#### How can you refuse or opt out of cookies?

- Most browsers are set by default to accept cookies automatically, but usually you can alter the settings of your browser to prevent automatic acceptance and to prompt you every time a cookie is sent to you or to allow you to choose not to receive cookies at all. In these circumstances, however, the User then runs the risk that part of this Website may not work or be fully accessible.

#### How can you manage your privacy preferences?

- If you'd like Custom Clothing to stop processing your information for marketing purposes, please write to us at our address set out in the contact details

#### Breach or Cancellation by Custom Clothing

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- Custom Clothing is entitled without notice, in addition to any other remedy available to it at law or under these Terms, including obtaining an interdict, to limit or deny such User use of the Website and services, or to claim specific performance of any obligation whether or not the due date for performance has arrived, in either event without prejudice to Custom Clothing's right to claim damages, should any User:
- breach any of these Terms;
- use the Website in an unauthorised manner
- infringe any statute, regulation, ordinance or law.
- Breach of these Terms entitles Custom Clothing to take legal action without prior notice to the User and the User agrees to reimburse the costs associated with such legal action to Custom Clothing on an attorney and own client scale

#### Compliance with laws

- The User shall comply with all applicable laws, statutes, ordinances and regulations pertaining to the use of and access to this Website

#### Notices and Electronic Communications

- Except as explicitly stated otherwise, any notices shall be given by email to [info@customclothing.co.za](mailto:info@customclothing.co.za) (in the case of Custom Clothing) or to the e-mail address you have provided to Custom Clothing (in the User's case), or such other address that has been specified.
- Notice shall be deemed to have been received 48 (forty-eight) hours after an email is sent, unless the sending party is notified that the email address is invalid. Alternatively, Custom Clothing may give the User notice by registered mail, postage prepaid and return receipt requested, to the address which the User has provided to Custom Clothing. In such case, notice shall be deemed to have been received 7 (seven) days after the date of mailing.
- Notwithstanding anything to the contrary, a written notice or communication actually received by a party shall be an adequate written notice or communication to it, notwithstanding that it was not sent to or delivered at its chosen address for that purpose.



- The User acknowledges that all agreements, notices or other communication required to be given in terms of the law or these Terms may be given via electronic means and that such communications shall be “in writing”.
- Subject to the provisions of the Regulation of Interception of Communications Act, No. 70 of 2002, the User agrees to Custom Clothing’s right to intercept, block, filter, read, delete, disclose and use all communications (including “data messages” as defined in the ECT Act) sent or posted by the User to the Website understanding and agreement between Custom Clothing and the User with respect to the subject matter hereof

## Paia

### Section 51 of The Promotion of Access to Information Act 2/200 (The "ACT")

- Introduction
  - Custom Clothing is a store that provides customisation of apparel. It sources material from barron.com, a company with a long history of manufacturing quality products from quality materials.

## Company Contact Details

Persons designated/duly authorised persons:

Directors: Mr. PGW Innes (CEO)

Tel: +27 (0) 83 395 557.

Postal Address: 31 Valley Road, Bordeaux, Randburg 2194

Email : [info@customclothing.co.za](mailto:info@customclothing.co.za)

## The ACT

- The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.

- Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC. The contact details of the Commission are:
  - Postal Address : Private Bag 2700, Houghton, 2041
  - Telephone Number : +27-11-877 3600
  - Fax Number : +27-11-403 0668
  - Website: [www.sahrc.org.za/](http://www.sahrc.org.za/)

#### Form of Request

- - Use the prescribed form, available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at [www.sahrc.org.za](http://www.sahrc.org.za).
  - Address your request to the Head of the Company (CEO) [[paul@customclothing.co.za](mailto:paul@customclothing.co.za)].
  - Provide sufficient details to enable the COMPANY to identify:
    - The record(s) requested;
    - The requester (and if an agent is lodging the request, proof of capacity);
    - The form of access required;
      - The postal address or fax number of the requester in the Republic;
      - If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
    - The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

## PREScribed FEES

- The following applies to requests (other than personal requests):
  - A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
  - If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
  - A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
  - Records may be withheld until the fees have been paid.
  - The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at [www.sahrc.org.za](http://www.sahrc.org.za).