

PRIVACY POLICY

Last Updated: August 2026

Kanye Kings Stem Cell SA respects your privacy and is committed to handling personal information responsibly and in accordance with applicable South African data protection legislation, including the Protection of Personal Information Act 4 of 2013 (POPIA).

This Privacy Policy explains what information we collect, how we use it, when it may be shared and the rights available to you regarding your personal information.

By using the Kanye Kings website, placing an order, contacting us or submitting information through the website, you acknowledge the practices described in this Privacy Policy.

1. About Kanye Kings Stem Cell SA

This website is operated by:

Business Name: Kanye Kings Stem Cell SA

Legal Entity: [INSERT REGISTERED COMPANY NAME]

Registration Number: [INSERT]

Physical Address: [INSERT FULL ADDRESS], Kempton Park, Gauteng, South Africa

Email: [INSERT]

Telephone / WhatsApp: [INSERT]

For the purposes of this Privacy Policy, “**Kanye Kings**”, “**we**”, “**us**” and “**our**” refer to the business operating the Kanye Kings Stem Cell SA website and online store.

2. Information We May Collect

The personal information we collect depends on how you interact with Kanye Kings.

This may include:

- Full name and surname
- Mobile or telephone number
- Email address
- Billing address
- Delivery address
- Order information
- Purchase history
- Payment confirmation information
- Account login information
- Distributor application information
- Business details
- Province, city or distribution area
- Messages submitted through contact forms
- Customer service enquiries
- Reviews or testimonials submitted voluntarily
- Marketing preferences
- Website usage information

- Device and browser information
- IP address
- Cookie information

We only aim to collect information that is reasonably necessary for the purpose for which it is being processed.

3. Information Collected When You Place an Order

When you purchase Kanye Kings products through our online store, we may collect information necessary to process and fulfil your order.

This may include:

- Your name
- Contact details
- Delivery address
- Billing information
- Products ordered
- Order value
- Payment status
- Delivery or courier information

Payment transactions may be processed through an independent payment provider.

Kanye Kings does not ordinarily store complete debit or credit card details where payment information is handled securely by a third-party payment processor.

4. Distributor Applications

When you apply to become a Kanye Kings distributor, we may collect information including:

- Full name
- Contact details
- Business name
- Business type
- Location
- Intended distribution area
- Existing sales or business activities
- Social media or website information
- Estimated order volumes
- Information provided in your application

This information is used to assess your application, communicate with you and administer the distributor programme if your application is approved.

Submitting an application does not guarantee acceptance as a Kanye Kings distributor.

5. Contact Forms and Enquiries

When you submit a contact form, send us an email, contact us through WhatsApp or otherwise communicate with Kanye Kings, we may collect the information you provide.

This may include your:

- Name
- Contact details
- Enquiry type
- Order number
- Message
- Supporting documentation or photographs

We use this information to respond to and manage your enquiry.

6. How We Use Personal Information

Kanye Kings may process personal information for purposes including:

- Processing and fulfilling orders
- Arranging delivery or collection
- Processing payments
- Communicating about orders
- Responding to enquiries
- Providing customer service
- Processing returns and refunds
- Managing customer accounts
- Reviewing distributor applications
- Managing approved distributor relationships
- Maintaining transaction and accounting records
- Preventing fraud or misuse
- Improving our website and customer experience
- Managing website security
- Complying with legal and regulatory requirements
- Sending marketing communications where permitted
- Managing customer reviews or feedback

We will not use personal information for purposes that are materially incompatible with the reason for which it was originally collected unless permitted or required by law.

7. Legal Basis for Processing

Where applicable, personal information may be processed because:

- You have provided consent;
- Processing is necessary to complete a transaction or fulfil an agreement with you;
- Processing is required by law;
- Processing is necessary for a legitimate business purpose that does not unjustifiably interfere with your privacy; or

- Processing is necessary to protect a legitimate interest of Kanye Kings, a customer or another person.

Where processing relies on consent, you may withdraw that consent subject to applicable legal and contractual requirements.

8. Marketing Communications

Kanye Kings may send marketing communications where you have provided appropriate consent or where communication is otherwise permitted by applicable law.

These communications may include:

- Product information
- New product announcements
- Promotions
- Company news
- Distributor opportunities
- Special offers

You may unsubscribe from marketing communications at any time by using the unsubscribe option provided or contacting Kanye Kings directly.

Unsubscribing from marketing does not prevent us from sending necessary communications relating to your orders, payments, deliveries or customer service enquiries.

9. Cookies

The Kanye Kings website may use cookies and similar technologies to support website functionality and understand how visitors use the website.

Cookies may be used for purposes such as:

- Remembering items in your shopping cart
- Maintaining login sessions
- Remembering preferences
- Website analytics
- Improving website functionality
- Measuring website performance
- Supporting relevant marketing activities where permitted

Some cookies are necessary for the website to function correctly.

Where required, you may be given the option to manage non-essential cookies through the website's cookie settings.

You can also manage cookies through your browser settings.

10. Website Analytics

We may use website analytics tools to understand how visitors interact with our website.

This may include information such as:

- Pages visited
- Time spent on the website
- General location information
- Device type
- Browser type
- Referral source
- Website interactions

Analytics information helps us identify technical problems, understand website performance and improve the online experience.

Where possible, analytics information is used in an aggregated or non-identifying format.

11. Google Services

The Kanye Kings website may use Google services such as:

- Google Analytics
- Google Maps
- Google Reviews
- Google Business Profile
- Google advertising services

These services may collect information according to Google's own privacy practices.

Where Google Maps or Google Reviews are embedded on the Kanye Kings website, information may be transmitted to Google when you interact with these features.

12. Social Media

The Kanye Kings website may contain links to or integrations with social media platforms such as Facebook, Instagram, TikTok or other platforms.

If you interact with Kanye Kings through a social media platform, the platform may process your information according to its own privacy policy.

Information you choose to make publicly available on social media may also be visible to Kanye Kings and other users.

13. WhatsApp

Where Kanye Kings provides customer service, order assistance or distributor communication through WhatsApp, information sent through WhatsApp may also be processed by WhatsApp and its associated service providers.

Customers should avoid sending unnecessary sensitive information through messaging services.

14. Sharing Personal Information

Kanye Kings does not sell personal information.

We may share personal information with trusted third parties where reasonably necessary to operate the business or provide services to you.

These may include:

- Payment service providers
- Courier and delivery companies
- Website hosting providers
- Website developers or technical service providers
- Accounting or financial service providers
- Marketing platforms
- Email service providers
- Cloud storage providers
- Analytics providers
- Professional advisers
- Government authorities where required by law

Third parties should only receive the information reasonably necessary to perform their function.

15. Courier and Delivery Providers

When an order requires delivery, relevant information may be shared with the selected courier or delivery provider.

This may include:

- Customer name
- Delivery address
- Telephone number
- Email address
- Parcel or order information

This information is used to complete and manage delivery.

16. Payment Providers

Online payments may be processed through third-party payment providers.

These providers may collect information necessary to authorise and process your payment.

Payment providers operate under their own privacy and security policies.

Kanye Kings does not ordinarily have access to your complete payment card information.

17. Cross-Border Processing

Some technology, website, cloud, analytics or communication providers used by Kanye Kings may process or store information outside South Africa.

Where personal information is transferred outside South Africa, reasonable steps should be taken to ensure that appropriate safeguards are in place in accordance with applicable data protection requirements.

18. Information Security

Kanye Kings takes reasonable technical and organisational measures to protect personal information against:

- Loss
- Unauthorised access
- Misuse
- Alteration
- Disclosure
- Destruction

Security measures may include password protection, restricted system access, secure website connections, trusted payment providers and appropriate technical security measures.

No online system can guarantee complete security. Customers should also take reasonable precautions to protect their passwords, devices and account information.

19. Data Retention

Personal information will be retained only for as long as reasonably necessary for the purpose for which it was collected or where retention is required by law.

Retention periods may vary depending on the type of information.

For example, transaction and accounting records may need to be retained for legally required periods. Once personal information is no longer reasonably required, it may be deleted, destroyed or de-identified where appropriate.

20. Children's Personal Information

The Kanye Kings website is not intended to knowingly collect personal information directly from children without appropriate consent or another lawful basis.

If a parent or guardian believes that a child's personal information has been provided to Kanye Kings without appropriate authorisation, they may contact us so that the matter can be reviewed.

21. Health Information

Kanye Kings does not require customers to provide detailed medical information when purchasing general wellness products.

If you voluntarily provide health-related information when asking a product question or seeking customer assistance, we will aim to use that information only as reasonably necessary to respond to your enquiry.

Kanye Kings does not provide medical diagnosis or personalised medical treatment through the website.

22. Your Rights

Subject to applicable South African law, you may have the right to:

- Ask whether Kanye Kings holds personal information about you;
- Request access to your personal information;
- Request correction of inaccurate or outdated information;
- Request deletion or destruction of information where legally appropriate;
- Object to certain processing activities;
- Withdraw consent where processing relies on consent;
- Object to direct marketing;
- Request information about how your personal information is being used; and
- Lodge a complaint regarding the processing of your personal information.

Some requests may be subject to legal limitations, record-keeping obligations or other lawful grounds for retaining information.

23. Accessing or Correcting Your Information

If you would like to access, correct or update personal information held by Kanye Kings, please contact us using the details provided below.

We may need to verify your identity before providing access to or changing personal information.

24. Deleting Personal Information

You may request that Kanye Kings delete personal information where there is no lawful reason for us to continue retaining it.

Certain information may need to be retained where required for:

- Tax purposes
- Financial records
- Legal compliance
- Dispute resolution
- Fraud prevention
- Contractual obligations

Where information cannot legally be deleted immediately, we will retain it only for the required purpose and period.

25. Direct Marketing

You may object to receiving direct marketing communications from Kanye Kings at any time.

You can do this by:

- Clicking an unsubscribe link where available;
- Contacting Kanye Kings directly; or
- Requesting removal from the relevant marketing list.

Requests will be processed within a reasonable period.

26. Information Officer

In accordance with applicable South African privacy legislation, Kanye Kings should designate an Information Officer responsible for overseeing the handling of personal information.

Information Officer: [INSERT NAME]

Email: [INSERT]

Telephone: [INSERT]

Requests relating to POPIA or personal information may be directed to the Information Officer.

27. Complaints

If you have concerns about how Kanye Kings handles your personal information, please contact us first so that we can investigate and attempt to resolve the matter.

You may also have the right to lodge a complaint with the **Information Regulator of South Africa** if you believe that your personal information has been processed unlawfully.

28. Third-Party Websites

Our website may contain links to external websites.

Kanye Kings is not responsible for the privacy practices, content or security of websites operated by third parties.

We recommend reviewing the privacy policy of any external website before providing personal information.

29. Changes to This Privacy Policy

Kanye Kings may update this Privacy Policy periodically to reflect changes to:

- Our website;
- Technology;
- Business processes;
- Service providers;
- Legal requirements; or
- The way we process personal information.

The most current version will be published on this website together with the date it was last updated.

30. Contact Us

For questions, requests or concerns regarding this Privacy Policy or the processing of your personal information, please contact:

Kanye Kings Stem Cell SA

Information Officer: [INSERT NAME]

Telephone / WhatsApp: [INSERT]

Email: [INSERT]

Physical Address: [INSERT], Kempton Park, Gauteng, South Africa

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