

Privacy Policy

GroenGetrou (Pty) Ltd Last updated: 23 August 2026

In short

We are a small family farming business. We collect only what we need to take your order, deliver it, and stay in touch if you have asked us to. We do not sell your information to anyone. If you ever want to know what information we collect about you, or would like us to delete it, please request it via our office WhatsApp.

This policy explains the details, as required by the Protection of Personal Information Act, 4 of 2013 (POPIA).

1. Who we are

GroenGetrou (Pty) Ltd is the responsible party for your personal information. That means we decide what is collected and what happens to it.

Business name: GroenGetrou (Pty) Ltd Postal address: 67A Jacobs Street, Boshof, Free State, South Africa
Email: groengetrou@gmail.com Telephone and WhatsApp: 063 060 7586 Information Officer: Hendrik White, reachable on the details above

2. What we collect

When you order from us, usually by WhatsApp, phone or email, we collect your name, your phone number, your email address if you use it, your delivery or collection address, and a record of what you ordered and when.

When you pay us, we receive proof of payment from you or see the payment reflect in our bank account. We do not have an online shop, so we never see or store your card details.

When you sign up for our newsletter, we collect your email address and, if provided, your name.

When you visit our website, our website provider automatically records technical information such as your device type, browser, approximate location and which pages you looked at. This is used to keep the site working properly and to understand which pages people find useful.

When you contact us through the website, WhatsApp, email or social media, we keep the message and your contact details so that we can reply and follow up.

We collect this information directly from you, unless you have asked someone else to order on your behalf.

3. Why we collect it

We use your personal information to:

take your order and prepare it

deliver to you, or arrange collection

process and confirm payment

contact you about your order, our delivery dates, or our stock

send you our newsletter, if you have asked for it

keep proper business and accounting records, as the law requires

answer your questions

We do not use your information for anything else without asking you first.

4. Do you have to give it to us

Giving us your information is voluntary. But if you do not give us your name, contact number and delivery address, we cannot take or deliver an order. If you do not give us an email address, we cannot send you the newsletter. There are no other consequences.

5. Who else sees it

We share your information only where it is needed, and only with:

Delivery partners and couriers, so that your order can reach you. They receive your name, address and contact number.

Our email newsletter provider, Mailchimp, which stores subscriber email addresses on our behalf.

Our bank, when payments are made or received.

Our accountant and, where the law requires it, SARS or another authority.

We do not sell your personal information, and we do not give it to anyone for their own marketing.

6. Information that leaves South Africa

Some of the services we use, such as Mailchimp and our website host, store information on servers outside South Africa. POPIA allows this where the receiving country or provider offers a similar level of protection to South African law, and these providers commit to such protection in their own terms. If you would rather your information was not handled this way, please tell us and we will discuss it with you.

7. Cookies and our website

Our website uses cookies, which are small files stored on your device. Some are necessary to make the site work. Others help us understand how the site is used, or come from features such as social media sharing buttons and the WhatsApp link.

You can block or delete cookies through your browser settings. Some parts of the site may not work as well if you do.

8. Newsletters and marketing messages

We only send our newsletter to people who have asked for it.

Every newsletter has an unsubscribe link at the bottom. You can also simply reply and ask us to stop, or send us a WhatsApp, and we will remove you. There is no cost to unsubscribing and we will not ask you why.

If you are already a customer, we may occasionally message you about our own products and delivery dates. You can ask us to stop at any time.

9. How long we keep it

We keep your information for as long as you are a customer, and afterwards only for as long as we need it or the law requires. Accounting and tax records must be kept for five years. Newsletter details are kept until you unsubscribe. When the information is no longer valid, it is deleted or destroyed.

10. How we look after it

We take reasonable steps to keep your information safe. Order records are kept on password protected devices and accounts. Only the people who need access have it. Our newsletter and website providers keep their own security measures in place.

No system is ever completely secure. If your personal information is ever accessed by someone who should not have it, we will inform you and the Information Regulator, as POPIA requires.

11. Your rights

Under POPIA you have the right to:

ask what records we hold about you, and receive a copy

correct anything that is wrong or out of date

ask us to delete information we no longer have a good reason to keep

object to us using your information in a particular way

withdraw your consent at any time, for example to the newsletter

complain if you believe we have handled your information badly

To use any of these rights, contact us on groengetrou@gmail.com or 063 060 7586. We will not charge you, except where the law allows a small fee for copies, and we will respond as soon as we reasonably can.

12. Children

We do not knowingly collect information about children under 18. If a child has given us information without a parent or guardian's permission, please contact us and we will delete it.

13. Access to information

We have a manual under the Promotion of Access to Information Act, 2 of 2000 (PAIA), which explains what records we hold and how to request them. A copy is available on request from groengetrou@gmail.com.

14. If you are unhappy

Please talk to us first. We are a small family business and we would much rather put something right ourselves.

If we cannot resolve it, you may complain to the Information Regulator:

The Information Regulator (South Africa) JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal: P.O. Box 31533, Braamfontein, Johannesburg, 2017 Telephone: 010 023 5200 Toll free: 0800 017
160 Email: enquiries@infoeregulator.org.za Complaints are lodged through the Regulator's eServices Portal
at infoeregulator.org.za

15. Changes to this policy

If we change how we handle your information, we will update this page and change the date at the top.
Please look at it periodically.

This policy is written in plain language on purpose. If anything in it is unclear, please ask us and we will explain.