



Farm 571, Bodal Road, Dal Josaphat, Paarl, 7646

Tel: 084 556 3650

Reg No: 2012/095762/07

VAT No 4240262016

www.champagnedekleijnebos.co.za

Email: info@champagnedekleijnebos.co.za

Privacy Policy

Champagne De Kleijne Bos

Last Updated: 20 March 2026

Version: 1.1

Champagne De Kleijne Bos respects your privacy and is committed to protecting your personal information in accordance with the Protection of Personal Information Act, 4 of 2013 (POPIA) of South Africa.

This Privacy Policy explains how we collect, use, store and protect your personal information when you interact with our website, make bookings, or use our services.

1. Information We Collect

When you interact with our website or make use of our services, we may collect the following personal information:

- Full name.
- Email address.
- Contact number.
- Physical address.
- Billing information.
- Booking or event details.
- Identification details where required for legal or security purposes.

This information may be collected when you:

- Make an accommodation booking.
- Book a wedding or event venue.
- Submit an enquiry through our website.
- Contact us via email or telephone.
- Subscribe to marketing updates.

We may also automatically collect certain technical information when you visit our website, including:

- Internet Protocol (IP) address.



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- Browser type.
- Device information.
- Website usage data.

This helps us improve the functionality and performance of our website.

2. Legal Basis for Processing

We process personal information in accordance with POPIA based on:

- Your consent.
- The conclusion or performance of a contract (e.g. booking a wedding).
- Compliance with legal or regulatory obligations.
- Our legitimate business interests, where applicable.

3. How We Use Your Information

We collect and process personal information for the following purposes:

- Processing event and venue bookings.
- Managing reservations and client relationships.
- Communicating with guests and clients.
- Sending booking confirmations and invoices.
- Providing customer support.
- Complying with legal and regulatory requirements.
- Improving our services and website performance.
- Marketing our services (only where you have consented).

We will only use your personal information for the purpose for which it was collected unless otherwise required or permitted by law.

4. Consent



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By providing your personal information to Champagne De Kleijne Bos, you consent to the collection and use of your information for the purposes outlined in this policy.

Where required by law, we will request your explicit consent, particularly for marketing communications.

You may withdraw your consent at any time by contacting us using the details below.

5. Disclosure of Personal Information

We may disclose your personal information if:

- Required to do so by law.
- Necessary to complete a booking or transaction.
- Required by regulatory authorities.
- Needed to protect the rights, property, or safety of our business, guests, or staff.

We will never sell your personal information to third parties.

6. Third-Party Service Providers

We may use trusted third-party service providers to assist with:

- Payment processing.
- Website hosting.
- Booking systems.
- Marketing services.

These service providers will only have access to the information necessary to perform their services and are required to keep your information confidential.

7. Cookies and Website Tracking

Our website uses cookies and similar technologies to:

- Improve user experience.
- Analyse website traffic.
- Enhance website functionality.



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Cookies are small text files stored on your device. You may choose to disable cookies through your browser settings; however, this may affect the functionality of the website.

8. Data Security

Champagne De Kleijne Bos implements appropriate, reasonable technical and organisational measures to protect personal information from:

- Loss.
- Unauthorized access.
- Misuse.
- Alteration.
- Disclosure.

Where payment information is processed online, encryption technologies such as Secure Socket Layer (SSL) are used to protect sensitive information.

9. Retention of Information

We retain personal information only for as long as necessary and as prescribed by the POPIA to:

- Fulfil the purpose for which it was collected.
- Comply with legal, accounting, and regulatory obligations.

After this period, personal information will be securely deleted or destroyed.

10. Your Rights Under POPIA

Under the Protection of Personal Information Act, you have the right to:

- Access your personal information.
- Request correction of inaccurate or incomplete information.
- Request deletion of personal information where applicable.
- Object to the processing of your personal information.
- Withdraw consent for marketing communications.

Requests can be made using the contact details below.



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You also have the right to lodge a complaint with the Information Regulator of South Africa:

Website: <https://inforegulator.org.za/>

Email: POPIAComplaints@inforegulator.org.za

11. Website Links

Our website may contain links to other websites. Once you leave our website, we are not responsible for the privacy practices of those websites.

We encourage users to read the privacy policies of any external websites they visit.

12. Changes to This Policy

Champagne De Kleijne Bos reserves the right to update or modify this Privacy Policy at any time.

Any changes will be posted on this page, and continued use of our website or services indicates acceptance of the updated policy.

13. Contact Information

If you have questions about this Privacy Policy or would like to access, update, or delete your personal information, please contact us:


Champagne De Kleijne Bos

35 Kleinbosch Road

Paarl

7655

South Africa

 Email: buddy@champagnedekleijnebos.co.za

Information Officer: Buddy Smit

Email: buddy@champagnedekleijnebos.co.za