



Effective Date: [November 2025]

Last Updated: [November 2025]

Warbie (“we”, “us”, “our”) is committed to protecting your personal information and ensuring your privacy. This Privacy Policy explains how we collect, use, disclose, store, and protect your information when you use our rental website **rentals.warbie.co.za** (“Website”) and our related services.

By accessing or using our Website, you agree to the terms of this Privacy Policy.

1. WHO WE ARE

Warbie is a South African apparel rental company that provides customers with the ability to rent dresses and accessories online.

Company Name: Warbie

Address: 30 Lucas Lane Bedfordview

Email: rentals@warbie.co.za

Phone: 0711454079

2. INFORMATION WE COLLECT

We collect information in three ways: information you provide, information collected automatically, and information from third parties.

2.1 Information You Provide to Us

When you interact with our Website, you may provide:

a) Personal Information

- Full Name
- Email Address
- Mobile Number
- Delivery / Collection Address
- Billing Address



- Identity/Passport Number (for rental verification purposes)
- Emergency Contact (if applicable)

b) Account Information

- Username
- Password (encrypted)

c) Booking & Rental Information

- Dress selection
- Booking dates
- Body measurements (optional)
- Photos for fit purposes (optional)
- Delivery & return preferences

d) Payment Information

All payments are processed through secure third-party payment gateways (e.g., PayFast, Yoco).

We **do not** store your full card details.

2.2 Information Collected Automatically

When you browse our Website, we automatically collect:

- IP Address
- Browser Type
- Device Type
- Cookies and usage data
- Pages viewed
- Time spent on pages
- Referring URLs

This helps us improve website performance, analytics, and user experience.



2.3 Information from Third Parties

We may receive information from:

- Payment providers (payment confirmation only)
 - Courier services (delivery confirmation)
 - Fraud-prevention and identity-verification partners
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3. HOW WE USE YOUR INFORMATION

We process your information for the following lawful purposes:

3.1 To Provide and Manage Your Rental

- Process orders
- Confirm bookings
- Deliver and collect dresses
- Provide customer service
- Verify identity to prevent fraud / non-return of items

3.2 To Improve Our Services

- Website troubleshooting
- Analytics and reporting
- Testing new features

3.3 Marketing & Communication

- Send booking confirmations
- Provide updates related to your rental
- Marketing emails (only with your consent)

You may opt out of marketing at any time.

3.4 Legal and Security Purposes

- Prevent fraud and misuse of rental items
- Compliance with POPIA and other laws



- Protect our business assets

4. SHARING OF PERSONAL INFORMATION

We may share your information **only when necessary**:

4.1 Service Providers

- Payment gateways (Yoco, PayFast)
- Courier and logistics companies
- IT and hosting partners
- Customer support services

4.2 Legal Requirements

We may share information if required by:

- Law
- Court order
- Government authorities

4.3 Business Transfers

If we merge, sell, or reorganize, your information may be transferred to the new entity.

5. SECURITY OF YOUR INFORMATION

We implement industry-standard security measures to protect your data, including:

- SSL encryption
- Encrypted passwords
- Limited employee access
- Firewalls
- Secure payment gateways

No online system is 100% secure, but we take reasonable steps to protect your data.



6. RETENTION OF INFORMATION

We retain personal information only as long as necessary for:

- Fulfilling rental agreements
- Legal, tax, and accounting obligations
- Preventing fraud or misuse

Rental-related information may be kept for up to **5 years**.

7. YOUR RIGHTS (POPIA COMPLIANT)

Under South African law, you have the right to:

- ✓ **Access your personal information**
- ✓ **Correct or update your information**
- ✓ **Request deletion of data (unless legally required to retain it)**
- ✓ **Withdraw consent for marketing**
- ✓ **Object to processing**
- ✓ **Lodge a complaint with the Information Regulator**

Information Regulator Contact:

Email: complaints.IR@justice.gov.za

Website: <https://www.justice.gov.za/inforeg>

8. COOKIES

We use cookies to improve your browsing experience.

Types we use:

- Essential cookies
- Analytics cookies
- Functionality cookies

You can disable cookies in your browser settings, but some features may stop working.



9. THIRD-PARTY LINKS

Our Website may contain links to third-party sites. We are not responsible for their privacy practices.

10. CHILDREN'S PRIVACY

We do not knowingly collect personal information from persons under 18. If we become aware, we will delete such information.

11. INTERNATIONAL TRANSFERS

Some service providers may store information outside South Africa. We ensure they comply with equivalent data-protection laws.

12. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised "Last Updated" date.

13. CONTACT US

If you have questions or requests relating to your personal information, please contact us:

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Address: 30 Lucas Lane Bedfordview

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