



Dot Pictures Privacy Policy

Effective Date: 15 January 2025

Last Updated: 01 March 2025

Welcome to Dot Pictures – *Made with Passion*. Your privacy is important to us, and we are committed to protecting any personal information you share with us. This Privacy Policy explains how we collect, use, and protect your information when you visit our website, make a purchase, or interact with us.

1. Information We Collect

We collect various types of information to provide you with a personalized experience and improve our services. The types of information we may collect include:

1.1 Personal Information

- Full Name
- Email Address
- Phone Number
- Shipping and Billing Address
- Payment Information (processed through third-party payment gateways, not stored on our servers)
- Customization Details (for personalized gift orders)

1.2 Non-Personal Information

- Browser Type
- IP Address
- Device Information
- Website Usage Data (pages visited, time spent, etc.)

1.3 Communication Information

If you contact us via WhatsApp, email, or any other form of communication, we may collect your name, contact details, and the content of the message to assist you better.



2. How We Collect Information

We collect information through the following methods:

- When you place an order on our website
- When you fill out the Personalization Request Form
- When you subscribe to our newsletter or marketing campaigns
- When you contact us through WhatsApp or email
- Through cookies and website tracking technologies

3. How We Use Your Information

We use your information to:

- Process and fulfill your orders
- Communicate with you regarding your order
- Customize products based on your requests
- Improve our website and services
- Send promotional emails (only if you have opted in)
- Respond to inquiries or customer service requests
- Detect and prevent fraudulent transactions

4. How We Share Your Information

We respect your privacy and will never sell your personal information. However, we may share your information with:

- Payment Gateway Providers (Paystack, Peach Payments, etc.)
- Shipping Partners (PAXI and other couriers)
- Website Hosting Providers (Hostinger)
- Service Providers assisting us in running the website and delivering orders

All third-party service providers are required to protect your data and use it only for the agreed purposes.



5. Data Security

We take your privacy seriously and implement appropriate security measures to protect your information. These include:

- Secure Socket Layer (SSL) encryption
- Password-protected user accounts
- Regular website security updates

However, no method of online transmission or electronic storage is 100% secure. While we strive to protect your information, we cannot guarantee absolute security.

6. Your Rights

You have the following rights regarding your personal information:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of your personal data (except where required for legal purposes)
- Object to processing for marketing purposes
- Withdraw consent at any time

To exercise any of these rights, please contact us at info@dotpictures.co.za.

7. Cookies and Tracking Technologies

Our website uses cookies to enhance your browsing experience. These cookies may collect non-personal information such as:

- Pages viewed
- Time spent on the site
- Preferred language settings



You can choose to disable cookies through your browser settings, but this may affect certain functionalities of the website.

8. Children's Privacy

Dot Pictures does not knowingly collect personal information from children under the age of 18. If we discover that we have inadvertently collected information from a child, we will delete it immediately.

9. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites. We encourage you to read the privacy policies of any external websites you visit.

10. Changes to This Policy

Dot Pictures reserves the right to update this Privacy Policy at any time. Any changes will be posted on this page with the updated date. We encourage you to review this page periodically to stay informed about how we are protecting your information.

11. Personalization Form Summary

At Dot Pictures, we believe every personalized gift tells a story. Our Personalization Request Form is designed to make your custom product experience simple and enjoyable.

When to Fill the Form: The form will be available **only after your payment has been confirmed**. You will be automatically redirected to the form after completing your order, and the link will also be included in your order confirmation email.

What to Expect in the Form:



- Your Name and Order Number
- Custom Text or Name to be Printed
- Image Upload (if required)
- Special Instructions or Design Preferences
- WhatsApp Communication Consent

Once we receive your request, we will contact you via WhatsApp to confirm the design before processing your order.

12. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at:

Dot Pictures – *Made with Passion*

Website: **www.dotpictures.store**

Email: **info@dotpictures.store**

WhatsApp: **+27 78 366 0172**

Thank you for choosing Dot Pictures – *Made with Passion!*