

# Privacy Policy & Legal Compliance

SC Manufacturing & Signages (“we”, “our”, or “us”) is committed to protecting your privacy and ensuring legal compliance with South African e-commerce laws, including POPIA, CPA, and ECTA. This page explains how we collect, use, and secure your personal information, and your rights as a customer.

## 1. Information We Collect

We collect information to provide our services efficiently and securely, and to comply with South African legal requirements. This includes:

- Personal information: name, email address, phone number, postal address.
- Order and transaction details: products/services purchased, payment method, shipping address.
- Uploaded files: logos, design files, and artwork for customization purposes.
- Website usage data: IP addresses, browser type, device information, and analytics collected via cookies.

All data collected is necessary to provide seamless service, ensure satisfaction, and comply with the **Consumer Protection Act (CPA)** and **Electronic Communications and Transactions Act (ECTA)**.

## 2. How We Use Your Information

We use your data responsibly to improve your experience, comply with legal obligations, and deliver our services, including:

- Processing orders, customizing products, and delivering goods/services accurately and promptly.
- Responding to inquiries, providing customer support, and managing your account.
- Providing clear product descriptions, pricing, refund, and delivery policies in line with **requirements**.
- Sending marketing communications only if you have provided consent.

- Analyzing website traffic and user behavior to improve our website, services, and offerings.
- Preventing fraud, ensuring safety, and complying with South African e-commerce regulations.

### 3. Cookies & Tracking

We use cookies and similar technologies to enhance your browsing experience. Cookies help us:

- Remember your preferences and settings on our website.
- Track website performance and traffic patterns for optimization.
- Deliver personalized content and relevant promotions.

You can disable cookies via your browser settings, but some features may not function properly if cookies are disabled. Our cookies and tracking practices comply with POPIA requirements for online businesses.

### 4. Data Security & POPIA Compliance

We implement strict security measures to protect your personal information, including:

- SSL encryption on all pages to secure data transmission.
- Two-factor authentication (2FA) for administrative access.
- Use of secure payment gateways like PayFast, Ozow, and Yoco.
- Limited storage of sensitive data to only what is essential.
- Regular website backups and firewall protection via services like Cloudflare and Let's Encrypt.

These measures ensure compliance with the **Protection of Personal Information Act (POPIA)** and provide a secure shopping experience.

### 5. Consumer Protection Act (CPA)

As a South African e-commerce business, we comply with the CPA to protect our customers. This includes:

- Providing accurate product descriptions and images.
  - Offering clear and fair refund and returns policies.
  - Disclosing all pricing, shipping, and additional costs upfront.
  - Ensuring our advertising and promotions are not misleading.
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We optimize our website and policies to meet **ecommerce legal requirements South Africa**.

## 6. Electronic Communications & Transactions Act (ECTA)

In accordance with ECTA, we ensure that all digital contracts, emails, and online transactions are handled legally and securely. Key requirements include:

- Displaying full business details on our website (business name, registration number, contact information).
- Providing Terms & Conditions and clear Refund & Delivery Policies.
- Ensuring electronic communications are accurate and legally binding.

## 7. Tax Registration & Compliance

Even online-only businesses must comply with South African tax laws:

- Register for Income Tax with SARS once your business earns income.
- Register for VAT if your annual turnover exceeds R1 million.
- Submit annual tax returns (ITR14 for companies) accurately and on time.
- Consult a tax practitioner if you are unsure about compliance obligations.

## 8. Legal Documents

Our website includes the following mandatory legal documents for compliance with South African e-commerce laws and POPIA:

- Privacy Policy (this page)
- Terms and Conditions
- Returns & Refunds Policy
- Delivery Policy
- Contact Information

## 9. POPIA Compliance Infographic

For a visual summary of compliance measures, an infographic would illustrate the following:

- Privacy Policy implementation
- Cookie consent banner
- Appointed Information Officer



- Secure payments & SSL
- Data deletion options for users
- Clear explanation of user rights

## 10. Returns & Refunds

SC Manufacturing & Signages (“we”, “our”, or “us”) strives to ensure that you are fully satisfied with your purchase. Our Returns & Refunds Policy outlines the conditions under which products can be returned or refunded:

- **Eligibility:** Products must be in their original condition, unused, and returned with all packaging and documentation. Customized or personalized products may be exempt from returns unless defective.
- **Timeframe:** Requests for returns or refunds must be submitted within 7 calendar days from the date of delivery.
- **Process:** To initiate a return, contact our Refunds & Returns Department at [rr@scbranding.co.za](mailto:rr@scbranding.co.za) with your order ID and reason for returning. You will receive instructions for returning the item.
- **Refunds:** Approved refunds will be processed using the same payment method used for the purchase. Processing may take up to 14 business days after the returned item is received and fully inspected.
- **Shipping Costs:** Return shipping costs may be borne by the customer, unless the return is due to a defective product or our error.

 Infographic to be generated separately.

## 11. Limitation of Liability

While we aim to provide high-quality products and services, SC Manufacturing & Signages cannot be held liable in the following circumstances:

- Delivery delays caused by courier services, weather, or other factors beyond our control.
- Loss or damage of uploaded design files or artwork once submitted digitally.
- Improper use or modifications of products by the customer.
- Website downtime or technical issues that affect ordering or payment.
- Indirect or consequential damages, including lost profits or data loss, resulting from using our products or services.

Customer delays to send and confirm artwork or design. As well as delaying payment.

Our total liability to you for any claim arising out of your use of our products or website shall not exceed the value of the purchase for which the claim arises.

## 12. Intellectual Property

All content, branding, designs, and materials on our website are owned by SC Manufacturing & Signages unless otherwise stated. You may not copy, reproduce, distribute, or create derivative works without written permission.

## 13. Governing Law & Dispute Resolution

This website and its services are governed by the laws of the Republic of South Africa. Any disputes arising from the use of our website or services will be resolved through South African courts. We encourage customers to contact us directly to resolve issues amicably before pursuing legal action.

## 13. Governing Law & Dispute Resolution

We may update this Privacy & Legal Compliance page, including Returns, Refunds, and Liability rules, at any time. Changes will be posted with the updated date. Customers are encouraged to review this page regularly.

## 10. Conclusion

Conclusion At SC Manufacturing & Signages, we are committed to protecting your personal information, providing transparency, and ensuring compliance with South African e-commerce laws, including POPIA, CPA, and ECTA. By following these standards, we aim to create a secure, trustworthy, and legally compliant online shopping experience for all our customers.

Compliance is not only a legal requirement but also a demonstration of our dedication to customer trust and business integrity. We encourage our customers to familiarize themselves with this policy and exercise their rights where applicable. Next Steps for Customers & Business: Review our Privacy Policy and Terms & Conditions regularly. Understand your rights under POPIA and the CPA. Contact us directly for any questions, concerns, or requests regarding your personal information.  Good compliance is good business — ensuring safety, transparency, and trust in every interaction.

## Contact Us

-  Phone/WhatsApp: 012 345 6789
-  Email: [info@scsigns.co.za](mailto:info@scsigns.co.za)
-  Location: Johannesburg, South Africa



- 🕒 Hours: Mon–Sat, 8AM–6PM

## Our Most Popular Services

- Custom T-Shirt Printing & Branded Apparel
- High-Quality Vinyl Signs & Decals
- Personalized Promotional Products & Corporate Branding

Ready to work with us? [Contact us today!](#)

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Your trusted partner for premium signage and branding solutions across South Africa.

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## Our Services

[Custom Apparel](#)



Product Packaging  
Signage & Banners  
Promotional Items  
Branding Services

## Contact Info

Open Mon-Fri: 8:00 AM - 5:00 PM

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