



Privacy Policy – SHAMA Chemicals

Effective Date: 28 May 2026

Website: SHAMA Chemicals *(replace with live URL if different)*

Privacy Policy

At SHAMA Chemicals (“SHAMA Chemicals”, “we”, “our”, or “us”), we are committed to protecting your privacy and ensuring that your personal information is collected and used properly, lawfully, and transparently 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 use our website, contact us, request quotations, place orders, or interact with our business.

1. Information We Collect

We may collect and process the following personal information:

- Full name
- Company name
- Email address
- Telephone number
- Delivery and billing addresses
- Purchase and transaction details
- Website usage data and analytics
- IP address and browser information
- Any information submitted through contact forms or email communication

We only collect information necessary for legitimate business purposes.

2. How We Collect Information

Your information may be collected when you:

- Submit an enquiry through our website
- Request a quotation
- Place an order through our online store
- Subscribe to newsletters or marketing communications
- Contact us via phone, email, or contact forms
- Browse and interact with our website

Some information may also be collected automatically through cookies and analytics tools.

3. Purpose of Collecting Personal Information

We collect and process personal information to:

- Provide products and services
- Process orders and payments
- Deliver products
- Respond to enquiries and support requests
- Provide quotations and product information
- Improve website functionality and user experience
- Comply with legal and regulatory obligations
- Send marketing communications where consent has been provided

4. Sharing of Personal Information

SHAMA Chemicals does not sell or rent personal information to third parties.

We may share information with trusted third-party service providers where necessary for business operations, including:

- Payment gateways
- Courier and delivery companies

- Website hosting providers
- IT and technical support providers
- Professional advisors or regulatory authorities where legally required

All third parties are expected to handle personal information securely and in compliance with POPIA.

5. Cookies and Website Analytics

Our website may use cookies and similar technologies to:

- Improve website functionality
- Understand website traffic and user behaviour
- Enhance user experience
- Support marketing and advertising activities

You may disable cookies through your browser settings, although some website features may not function correctly.

6. Protection of Personal Information

We take reasonable technical and organisational measures to protect personal information against:

- Loss
- Unauthorised access
- Misuse
- Disclosure
- Alteration or destruction

While we strive to protect all information, no internet transmission or electronic storage system can be guaranteed as completely secure.

7. Retention of Information

We retain personal information only for as long as necessary to fulfil the purpose for which it was collected, including legal, accounting, tax, and regulatory requirements.

8. Your Rights Under POPIA

In terms of POPIA, you have the right to:

- Request access to your personal information
- Request correction or deletion of your information
- Object to the processing of your information
- Withdraw consent where processing is based on consent
- Lodge a complaint with the Information Regulator of South Africa

To exercise these rights, please contact us using the details below.

9. Marketing Communications

Where you have opted in, we may send promotional emails, product updates, or special offers.

You may unsubscribe from marketing communications at any time by:

- Clicking the unsubscribe link in emails
- Contacting us directly

10. Third-Party Links

Our website may contain links to third-party websites. SHAMA Chemicals is not responsible for the privacy practices or content of external websites.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be published on this page with the updated effective date.

12. Contact Information

If you have any questions about this Privacy Policy or how your information is handled, please contact:

SHAMA Chemicals

 Unit A5, Wesrihan Park, 160 Edison Crescent, Hennopspark, South Africa

 +27 61 491 7119

 info@shamachem.co.za

You also have the right to contact the Information Regulator South Africa:

Information Regulator (South Africa)

Website: [Information Regulator South Africa](#)