PRIVACY POLICY

The Linen Suppliers
Website: www.linentls.co.za

The Linen Suppliers respects your privacy and is committed to protecting your personal information in accordance with the **Protection of Personal Information Act (POPIA)** and applicable South African law.

1. Information We Collect

When you use our website, contact us, request a quotation, place an order or communicate with us, we may collect information such as:

- Name and company name
- Email address
- Telephone or WhatsApp number
- Billing and delivery details
- Order and enquiry information
- Marketing preferences

We may also automatically collect limited information such as your IP address, browser type, device information and website usage through cookies.

2. How We Use Your Information

Your information may be used to:

- Process orders and quotations
- Respond to enquiries
- Arrange deliveries and payments
- Provide customer support
- Improve our website and services
- Maintain business records
- Send marketing communications where permitted by law
- Comply with legal and regulatory requirements

We will not sell or rent your personal information to third parties.

3. Marketing Communications

With your consent, we may contact you by **email, WhatsApp** about products, new arrivals, promotions and special offers.

You may withdraw your consent or unsubscribe from marketing communications at any time by contacting us directly.

We will process electronic direct marketing in accordance with POPIA.

4. Cookies

Our website may use cookies to improve functionality, understand website usage and enhance your browsing experience. You can manage or disable cookies through your browser settings.

5. Sharing Your Information

We may share necessary information with trusted service providers, such as payment providers, delivery companies, website providers and marketing platforms, where required to provide our services or operate our business.

We may also disclose information where required by law.

6. Protecting Your Information

We take reasonable steps to protect your personal information against loss, unauthorised access, misuse, alteration or disclosure.

7. Your Rights

Subject to applicable law, you may request to:

- Access your personal information
- Correct inaccurate information
- Request deletion where legally permitted
- Withdraw consent
- Object to certain processing
- Opt out of direct marketing

To exercise your rights or ask questions about your personal information, please contact **The Linen Suppliers** using the contact details provided on our website.

8. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

9. Contact Us

The Linen Suppliers
Website: www.linentls.co.za

For privacy enquiries, requests or marketing opt-outs, please contact us using the official contact details listed on our website.

Last Updated: 6 October 2026