

Privacy Policy – The Lab Garden Route

The Lab Garden Route ("we," "us," "our") is dedicated to maintaining the privacy of our clients ("client," "you"). This Privacy Policy outlines our commitment and procedures regarding the collection, use, and disclosure of your information in adherence to the South African Protection of Personal Information Act (POPIA).

Collection of Personal Information We collect your personal information through the following methods:

- **Contact Us Form:** When you choose to fill out the contact us form on our website, thelabgardenroute.co.za, you may be requested to provide personal details such as your name, email address, and phone number.
- **Inquiry Form:** By submitting an inquiry through our form on the website, we collect your name, contact details, and any other pertinent information you provide to ensure we can effectively respond to your inquiry.

Use of Personal Information The personal information you provide is utilized solely for the following purposes:

- To address your queries or fulfill requests submitted through our contact forms.
- To supply you with the requested services or information.
- To enhance our services and website based on the feedback you offer.

Disclosure of Personal Information We respect your privacy and commit to not disclosing your personal information to third parties, except as required by law. Your information will be kept confidential and used only for the purposes detailed in this policy.

Security of Personal Information We implement appropriate security measures to protect your personal information against unauthorized access, disclosure, alteration, or destruction. Our security protocols are regularly reviewed and updated in line with new legal and technological developments.

Your Rights In accordance with POPIA, you have the right to:

- Access the personal information we hold about you.
- Request the correction of any inaccurate or outdated personal information.
- Object to the processing of your personal information.
- Request the deletion of your personal information.

To exercise any of these rights, please contact us at info@thelabgr.co.za, using the contact details provided on our website, thelabgardenroute.co.za.

Changes to This Privacy Policy We reserve the right to amend this privacy policy at any time. Changes will be posted on this webpage, and we encourage you to review our policy regularly to stay informed.

Contact Us If you have any concerns or questions about our privacy practices or this Privacy Policy, please reach out to us at info@thelabgr.co.za.

