

PRIVACY POLICY

Last updated: October 2025

1. INTRODUCTION

Cookmate (Pty) Ltd (“Cookmate”, “we”, “our”, or “us”) respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal data in accordance with the **Protection of Personal Information Act, 4 of 2013 (POPIA)**.

This Policy applies to all visitors, customers, and users of the website www.thermomix.co.za, which is managed and operated in South Africa by Cookmate (Pty) Ltd, the official distributor of Thermomix® products.

It covers all personal information collected through online forms, cooking class registrations, product purchases, social media engagement, or any other communication with Cookmate.

2. COMPANY DETAILS

Registered Name: Cookmate (Pty) Ltd

Physical Address: Bedford Village Shopping Centre Corner Nicol and van Buuren Road – Office1
Bedfordview Germiston 2007

Information Officer: Monica Afonso

Email: customercare@cookmate.co.za

3. INFORMATION WE COLLECT

We collect and process personal information to provide you with the best possible service. The types of personal data we may collect include:

- Full name, contact number, and email address
 - Physical or delivery address
 - Payment and transaction details (when applicable)
 - Event or demo registration details
 - Marketing preferences
 - Social media account interactions (LinkedIn, Facebook, Instagram)
 - Technical information such as cookies, browser type, and IP address
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4. HOW WE COLLECT INFORMATION

We collect personal information through: - Contact and enquiry forms on our website

- Newsletter and event registration forms

- Online purchases and payment platforms

- Social media pages and campaigns

- Cookies and analytics tools such as Google Analytics and Meta Pixel

5. WHY WE COLLECT YOUR INFORMATION

Your personal data is collected for the following purposes: - To process orders, bookings, and demo or class registrations

- To communicate about your purchases or enquiries
 - To improve our products, services, and user experience
 - To send you information about new Thermomix products, promotions, and upcoming cooking classes
 - To comply with legal and regulatory obligations
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6. MARKETING COMMUNICATIONS

By submitting your details, you consent to receiving communication from Cookmate (Pty) Ltd relating to product updates, cooking classes, demonstrations, and special offers.

You may **unsubscribe** at any time by clicking the “unsubscribe” link in our emails or by contacting us directly at customercare@cookmate.co.za.

7. USE OF COOKIES

Our website uses cookies and analytics to improve functionality and performance. You can accept or decline cookies through your browser settings. More information will be available in our **Cookie Policy**.

8. SHARING INFORMATION

We may share personal data with trusted third-party service providers that assist us in operations such as:

- Payment processing
- Marketing and email services (Mailchimp, Google, Meta)
- Data analytics and hosting providers

We ensure that these parties are POPIA-compliant and use the data only for legitimate business purposes.

9. DATA STORAGE AND SECURITY

We take appropriate, reasonable technical and organisational measures to protect your information from loss, misuse, and unauthorised access. All data is stored securely within South Africa or by verified third-party cloud providers.

10. YOUR RIGHTS UNDER POPIA

You have the right to: - Request access to your personal information - Correct or delete personal information held by us - Withdraw consent for direct marketing - Lodge a complaint with the Information Regulator (www.justice.gov.za/inforeg)

All requests must be submitted in writing to customercare@cookmate.co.za.

11. RETENTION OF INFORMATION

Your data will be retained only for as long as necessary to fulfil the purposes for which it was collected or as required by law.

12. CHANGES TO THIS POLICY

Cookmate (Pty) Ltd reserves the right to update this Privacy Policy periodically. Any amendments will be posted on our website with the date of the last update.

13. CONTACT DETAILS

If you have any questions or concerns regarding this Privacy Policy or your personal data, please contact:

Information Officer: Monica Afonso

Email: customercare@cookmate.co.za

Address: Bedford Village Shopping Centre Corner Nicol and van Buuren Road Bedfordview 2007

This Privacy Policy complies with the Protection of Personal Information Act (Act 4 of 2013) and related South African data protection laws.