



PRIVACY POLICY

Onder Engele Wedding Venue (Pty) Ltd.

Last Updated: 05 June 2026

1. Introduction

Onder Engele Wedding Venue (Pty) Ltd. (we, us, our, or Onder Engele) is committed to protecting your privacy and ensuring you have a positive experience when interacting with our business. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information in accordance with the Protection of Personal Information Act, 4 of 2013 (POPIA).

By contacting us, submitting inquiries, making bookings, visiting our venue, engaging with our website at www.onderengele.co.za, or using any of our services, you consent to the practices described in this policy. If you do not agree with our policies and practices, please do not engage with Onder Engele.

2. Who We Are and Contact Details

Onder Engele Wedding Venue (Pty) Ltd. is a wedding and events venue located at Plot 53, Mamogaleskraal, Brits, 0250, South Africa. We are the responsible party for processing your personal information under POPIA. Our contact details, including those of our Information Officer, are provided in the header of this document.

3. What Personal Information We Collect

We collect personal information in various ways depending on how you interact with us. The types of personal information we may collect include:

- **From inquiry and booking forms:** Your name, contact details (email and phone number), wedding date, guest count, venue preferences, dietary requirements, and any special requests.
- **From payments and contracts:** Your banking details, identification number, postal address, and payment information necessary to process bookings and invoices.
- **From communications:** Information you provide when you email, call, or visit us in person, including any details you share about your event requirements or preferences.
- **From your visit to our venue:** If you visit for a site viewing, information about your preferences and any notes our team makes during your visit.
- **From third-party vendors:** Information about your vendors (catering, flowers, photography, etc.) if they contact us or coordinate with us for your event.

4. Lawful Basis for Processing

Under POPIA, we process your personal information on the following lawful bases:

- **Consent:** You provide explicit consent when you submit inquiry forms, make bookings, or engage with our services.
- **Performance of a contract:** We process your information to fulfil your booking agreement, provide venue services, and manage your wedding or event.
- **Legal obligation:** We process information as required by South African tax, financial, and employment law
- **Legitimate interest:** We process information to improve our services, communicate with you about your event, and maintain security and fraud prevention measures.

5. How We Use Your Information

We use your personal information for the following purposes:

- To confirm and manage your event booking
- To communicate with you about your wedding or event, including timelines, requirements, and updates.
- To process payments and send invoices
- To coordinate with third-party vendors on your behalf.
- To send you information about our services, special offers, and updates (only with your consent for marketing communications).
- To comply with legal and regulatory obligations.
- To improve our website, services, and customer experience.
- To investigate and prevent fraud or security breaches
- To maintain records for accounting and legal purposes.

6. Sharing Your Information

We do not sell or rent your personal information. However, we may share your information in the following circumstances:

- **With third-party service providers:** We may share relevant details with caterers, florists, photographers, decorators, and other vendors you have selected or that we recommend, solely to facilitate your event.
- **With our team:** Your information is shared internally with our Day-Of Coordinator, Venue Manager, and administrative staff who need it to deliver your event.
- **With financial institutions:** We share banking and payment information with our payment processors to process your booking deposits and final payments.
- **With legal and regulatory authorities:** If required by law, we may disclose information to comply with legal requests from the South African Revenue Service, law enforcement, or courts.
- **With your consent:** We may share information with other parties if you explicitly request or authorise us to do so.

7. Data Security

We take the security of your personal information seriously. We implement reasonably practical security measures including:

- Restricted access to personal information, limited to authorised personnel only.
- Secure storage of physical records in locked facilities.
- Encryption of sensitive data during transmission.
- Regular security audits and updates to our systems.

- Staff training on data protection and confidentiality.

However, no method of transmission over the internet or electronic storage is completely secure. While we strive to protect your information, we cannot guarantee absolute security.

8. Data Retention

We retain your personal information for as long as necessary to fulfil the purposes for which it was collected:

- **Booking and event records:** Kept for five years after your event for accounting, legal, and dispute resolution purposes.
- **Communication records:** Retained for two years unless longer retention is required by law.
- **Payment and financial records:** Retained for seven years in accordance with South African tax requirements.
- **Marketing consent records:** Retained until you withdraw consent.

Once the retention period expires, we securely delete or anonymize your information unless we are legally required to retain it longer.

9. Your Rights Under POPIA

You have the following rights regarding your personal information:

- **Right of access:** You can request to see what personal information we hold about you.
- **Right to correction:** You can request that we correct inaccurate or incomplete information.
- **Right to deletion:** You can request that we delete your information, subject to legal retention obligations.
- **Right to object:** You can object to the processing of your information for marketing or other purposes.
- **Right to data portability:** You can request a copy of your information in a portable format.
- **Right to lodge a complaint:** If you believe we have violated your privacy rights, you can lodge a complaint with the Information Regulator of South Africa.

To exercise any of these rights, please contact our Information Officer whose details are provided in the header of this document.

10. Third-Party Links

Our website may contain links to third-party websites. This Privacy Policy applies only to Onder Engele and our services. We are not responsible for the privacy practices of external websites. We encourage you to review the privacy policies of any third-party sites before providing your personal information.

11. Cookies and Tracking Technologies

Our website may use cookies and similar tracking technologies to enhance your user experience. Cookies are small files stored on your device that help us remember your preferences and improve our website functionality. You can control cookie settings through your browser, though disabling cookies may affect your website experience.

12. Children's Privacy

Our services are not directed at individuals under 18 years old. We do not knowingly collect personal information from children. If we become aware that a child has provided us with personal information, we will take steps to delete such information and terminate the child's interaction with our services.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. We will notify you of any material changes by posting the updated policy on our website and updating the “Last Updated” date. Your continued use of our services after changes are posted constitutes your acceptance of the updated policy.

14. Contact Us

If you have questions about this Privacy Policy, wish to exercise your rights, or have concerns about how we handle your personal information, please contact us. Our full contact details, including those of our Information Officer, are provided in the header of this document.

15. Information Regulator of South Africa

If you believe your privacy rights have been violated and wish to lodge a formal complaint, you may contact the Information Regulator of South Africa:

- **The Information Regulator (South Africa)**

Website: www.inforeg.org.za

Email: complaints@inforeg.org.za