

Keedz Privacy Policy

Keedz is a safe and fun marketplace for young entrepreneurs. Because many of our users are children and teenagers, we take privacy very seriously. This Privacy Policy explains how we collect, use, protect, and share your personal information when you use Keedz.

If you are **under 18 years old**, you may only use Keedz with the **permission and supervision of a parent or legal guardian**.

1. Who we are

Keedz (Pty) Ltd ("Keedz", "we", "our" or "us") provides an online platform where kids aged 6–19 can buy and sell second-hand items in a safe environment.

We are based in South Africa and are committed to following the **Protection of Personal Information Act, 2013 (POPIA)**.

2. What information we collect

When you use Keedz, we may collect the following information:

- **Account information:** your name, age, username, email address, and parent/guardian details.
- **Transaction information:** details of the items you list, sell, or buy, including payment and delivery details.
- **Parental consent information:** proof that a parent or guardian has allowed their child to use Keedz.
- **Communications:** messages sent through the platform or when contacting our support team.
- **Device information:** IP address, browser type, and usage data (to improve security and performance).

3. Children's privacy and parental consent

- Children under 18 must have a **parent or guardian's consent** before creating a Keedz account.

- We may ask parents/guardians to provide their details (such as email or phone number) to verify consent.
- Parents/guardians are responsible for supervising their child's use of Keedz.
- If we discover that a child is using Keedz without parental consent, we will **suspend or close the account** until consent is provided.

4. How we use your information

We use personal information to:

- Create and manage accounts.
- Process sales, purchases, and deliveries.
- Keep the platform safe and prevent fraud.
- Communicate with users and parents/guardians.
- Improve and personalise our services.
- Comply with the law.

We **do not sell personal information** to advertisers or third parties.

5. Who we share information with

We only share information when necessary, for example:

- **Payment providers** (to process payments securely).
- **Couriers and delivery services** (to deliver purchased items).
- **Service providers** (like hosting, IT security, or support tools).
- **Authorities** if required by law.

All third parties must follow strict data protection standards.

6. Keedz Wallet and payments

Payments made on Keedz go through secure payment providers. Keedz holds funds in the **Keedz Wallet** until transactions are complete, after which sellers can request payout to their registered bank accounts.

Keedz never stores credit/debit card numbers.

7. Data security

We use technical, physical, and administrative safeguards to protect personal data against loss, theft, or misuse.

However, no system is 100% secure, so parents/guardians should also teach children to keep their login details private.

8. Your rights under POPIA

You (or your parent/guardian if you are under 18) have the right to:

- Access the personal data we hold about you.
- Correct or update your data.
- Request that we delete your data (subject to legal requirements).
- Withdraw consent at any time.

Requests can be sent to **privacy@keedz.co.za**.

9. Cookies and tracking

Keedz uses cookies and similar tools to:

- Keep you logged in.
- Remember your preferences.
- Improve security.
- Analyse usage for better services.

You can disable cookies in your browser, but some features may not work properly.

10. International data transfers

Keedz stores information mainly in South Africa. If data is transferred outside the country (for example, for hosting or secure storage), we ensure it is protected by equivalent safeguards.

11. Updates to this Privacy Policy

We may update this policy from time to time. If we make major changes, we will notify users and parents/guardians via email or the platform.

12. Contact us

If you have any questions about this Privacy Policy or how we handle personal information, please contact us:

Keedz (Pty) Ltd

Email: support@keedz.co.za