Privacy policy

Last updated 9 October 2026

XandriaM Creations ("we", "us") sells handcrafted pieces through xandriam.co.za (https://xandriam.co.za/). This policy explains what personal information we collect and why. It applies together with the Protection of Personal Information Act (POPIA) where that Act applies.

Who to contact

Privacy questions and requests go to info@xandriam.co.za or WhatsApp 079 449 6212.

What we collect

- **Account.** Name, surname, phone, WhatsApp number, email, a password stored only as a secure hash, alert preferences, and your wishlist.
- **Orders.** The contact details above, the pieces you buy, amounts, delivery or collection choice, and, for delivery orders, the address you give us.
- **Messages.** What you send by email, WhatsApp, the contact page, or a custom or wholesale enquiry.
- **Site use.** A session cookie so your cart, sign-in, and forms work, plus basic analytics about how the site is used.

Card numbers are entered on Yoco's payment page. We do not store your full card number or card security code.

Why we use it

- To take, make, deliver or prepare an order for collection, and to send order and invoice emails.
- To run your account, wishlist, and the alerts you choose (sales, coupons, newsletters, and wishlist price or stock notices).
- To answer questions and discuss custom or wholesale work.
- To keep the site secure and understand which pages are used.
- To meet tax and accounting duties for completed orders.

You can turn alert emails off in your account. Order messages about a purchase you made are part of fulfilling that order.

Who we share it with

We do not sell personal information. We share only what is needed with:

- Yoco, when you pay by card.

- The courier, when an order is delivered, so they can deliver it.
- Our email service, so we can send order, invoice, collection, and alert messages.
- Google Analytics, which receives usage data such as pages visited. Google's own policy applies to that service.

We may also disclose information if the law requires it.

How long we keep it

Order records are kept for as long as tax and accounting rules need them. Account details stay until you ask us to close the account, except for records we must keep. Wishlist and alert settings stay with the account.

Your choices

You can ask us to see, correct, or delete personal information we hold, or to stop optional emails. Email info@xandriam.co.za. We may need to confirm it is you. Deleting an account does not erase invoices we are required to keep.

Cookies

The site uses a session cookie for your cart, sign-in, and form security. Google Analytics may set its own cookies to count visits. You can block cookies in your browser. The cart and account may not work if session cookies are blocked.

Children

The shop is meant for adults placing their own orders. We do not knowingly collect information from children.

Changes

If this policy changes, the new version will be posted on this page with a new date.