

Privacy Policy

Last Updated: June 2026

Privacy Policy for Mistro Foods (Pty) Ltd

Mistro Foods (Pty) Ltd ("Mistro Foods", "we", "our", or "us") is committed to protecting your privacy and ensuring that your personal information is collected, processed and stored responsibly in accordance with applicable South African privacy laws, including the Protection of Personal Information Act (POPIA).

This Privacy Policy explains how we collect, use and protect information obtained through our website and business operations.

1. Information We Collect

We may collect the following information when you interact with our website or contact us:

- Full name
- Company name
- Email address
- Telephone number
- Delivery or business address
- Product enquiries and order information
- Website usage information
- IP address and browser information

2. How We Use Your Information

We use your information to:

- Respond to enquiries and requests
- Provide quotations and product information
- Process orders and deliveries
- Improve our products and services
- Send relevant business communications
- Comply with legal and regulatory obligations
- Maintain website security and performance

3. Website Analytics & Cookies

Our website may use cookies and analytics tools to improve user experience and understand how visitors interact with our website.

Cookies may collect information such as:

- Pages visited
- Time spent on the website
- Browser type
- Device information
- Geographic location (general)

You may disable cookies through your browser settings if preferred.

4. Sharing of Information

Mistro Foods does not sell, rent or trade personal information to third parties.

We may share information with:

- Delivery and logistics providers
- Technology and website service providers
- Professional advisors
- Regulatory authorities where legally required

All third-party providers are required to handle personal information securely and responsibly.

5. Information Security

We take reasonable technical and organisational measures to protect your personal information from:

- Unauthorised access
- Loss or theft
- Misuse
- Alteration
- Disclosure

While we strive to protect your information, no online transmission or storage system can be guaranteed to be completely secure.

6. Data Retention

We retain personal information only for as long as necessary to:

- Fulfil business purposes
- Meet legal obligations
- Resolve disputes
- Enforce agreements

When information is no longer required, it will be securely deleted or anonymised.

7. Your Rights

Subject to applicable laws, you may request:

- **Access to your personal information**
- **Correction of inaccurate information**
- **Deletion of personal information where permitted**
- **Withdrawal of consent**
- **Information regarding how your data is processed**

Requests may be submitted using the contact details below.

8. Third-Party Websites

Our website may contain links to external websites. Mistro Foods is not responsible for the privacy practices or content of third-party websites.

Users are encouraged to review the privacy policies of any external websites they visit.

9. Changes to This Privacy Policy

Mistro Foods reserves the right to update this Privacy Policy at any time.

Changes will be published on this page and become effective immediately upon publication.

10. Contact Us

Mistro Foods (Pty) Ltd

Address:

96 East Street, Devland, Johannesburg, Gauteng, South Africa

Phone:

+27 11 989 9500

Website:

www.mistro.co.za

Email:

info@mistro.co.za

If you have any questions regarding this Privacy Policy or the handling of your personal information, please contact us using the details above.