



STONZ Diamonds Privacy Policy

Effective Date: 2 July 2026

Last Updated: 2 July 2026

1. Introduction

Stonz Diamonds ("Stonz", "we", "our", or "us") is committed to protecting the privacy and personal information of our customers, suppliers, business partners, website visitors and employees.

This Privacy Policy explains how we collect, process, store, use and disclose personal information in accordance with:

- The Protection of Personal Information Act, 4 of 2013 (POPIA)
- The Promotion of Access to Information Act, 2 of 2000 (PAIA)
- Any other applicable South African legislation.

By engaging with Stonz Diamonds or using our website, you acknowledge this Privacy Policy.

2. Responsible Party

Stonz Diamonds is the Responsible Party responsible for determining the purpose and means of processing personal information.

3. Information Officer

The head of Stonz Diamonds serves as the Information Officer in accordance with POPIA and PAIA.

For any privacy-related queries, please contact:

Email: metal@stonz.diamonds

Where required, the Information Officer is registered with the Information Regulator.

4. Personal Information We Collect

Depending on your interaction with us, we may collect:

- Full names
 - Email addresses
 - Telephone numbers
 - Physical and postal addresses
 - Delivery addresses
 - Billing addresses
 - Company information
 - Identity or passport numbers where legally required (including FICA)
 - Payment information (processed through secure third-party providers)
 - Jewellery specifications
 - Ring sizes
 - Purchase history
 - Warranty information
 - Insurance valuation records
 - Photographs supplied by customers
 - Website usage information
 - IP addresses
 - Cookie data
 - Marketing preferences
-

5. How We Collect Personal Information

We collect information:

- Directly from you
 - Through our website
 - Through enquiry forms
 - During consultations
 - Via email
 - Via telephone
 - Through WhatsApp
 - Through social media
 - Through cookies and website analytics
 - From authorised third parties where permitted by law
-

6. Purpose of Processing

We process personal information to:

- Manufacture bespoke jewellery
 - Prepare quotations
 - Process orders
 - Arrange deliveries
 - Process payments
 - Provide warranties
 - Complete repairs and resizing
 - Produce insurance valuations
 - Maintain customer records
 - Comply with FICA and other legal obligations
 - Communicate regarding enquiries and purchases
 - Improve our products and services
 - Send marketing communications where consent has been provided or where otherwise permitted by law
-

7. Lawful Basis for Processing

Personal information is processed on one or more of the following grounds:

- Your consent
 - Performance of a contract
 - Compliance with legal obligations
 - Protection of legitimate interests
 - Stonz Diamonds' legitimate business interests
-

8. Sharing Personal Information

We may share personal information with:

- Payment service providers
- Courier companies
- Banks
- Insurance companies
- Jewellery manufacturers
- Diamond laboratories
- Professional advisers
- IT service providers
- Government authorities and regulators where legally required

We do **not** sell personal information.

9. International Transfers

Some of our service providers may process information outside South Africa, including cloud hosting providers, CRM platforms, email marketing systems and website analytics providers.

Where this occurs, appropriate contractual and security safeguards are implemented in accordance with POPIA.

10. Security

We implement reasonable technical and organisational safeguards, including:

- Password-protected systems
 - Restricted staff access
 - Secure payment processing
 - Encryption where appropriate
 - Regular backups
 - Confidentiality obligations for staff and service providers
-

11. Retention of Information

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

- Provide our services
- Meet warranty obligations
- Comply with accounting requirements
- Comply with tax legislation
- Comply with FICA
- Comply with any other legal obligations

Information that is no longer required is securely deleted or anonymised.

12. Your Rights Under POPIA

You have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion where legally applicable
- Object to certain processing

- Withdraw consent where processing relies on consent
 - Restrict processing where appropriate
 - Opt out of direct marketing
 - Lodge a complaint with the Information Regulator
-

13. Cookies

Our website may use cookies and similar technologies to:

- Improve website functionality
- Remember user preferences
- Analyse website traffic
- Improve customer experience
- Support advertising and marketing activities

Users may disable cookies through their browser settings.

14. Direct Marketing

Where required by POPIA, marketing communications are sent only with consent or another lawful basis.

Every marketing communication includes an option to unsubscribe.

15. PAIA Requests

Requests for access to records held by Stonz Diamonds must be made in accordance with our PAIA Manual.

The PAIA Manual is available:

- Upon request
 - At our registered office
-

16. Complaints

If you believe your personal information has been processed unlawfully, please contact us first:

Email: metal@stonz.diamonds

If you remain dissatisfied, you may lodge a complaint with:

Information Regulator (South Africa)

Website:

<https://www.justice.gov.za/inforeg/>

General enquiries:

enquiries@inforegulator.org.za

PAIA:

PAIACompliance@inforegulator.org.za

17. Changes to this Privacy Policy

This Privacy Policy may be updated from time to time to reflect changes in legislation, business practices or technology.

The latest version will always be available on our website and will indicate the effective date.

Related Documents

This Privacy Policy should be read together with:

- Stonz Diamonds PAIA Manual
- Website Terms and Conditions
- Cookie Policy (where applicable)