

NALANI

Privacy Policy

Last updated: 10 August 2026

Nalani respects your privacy. This Policy explains what personal information we collect, why we use it, when we may share it, and the choices you have when you use our website or contact us.

1. Information we may collect

Depending on how you interact with us, we may collect:

- your name, phone number, email address and delivery or billing address;
- information you provide when you contact us or make an enquiry;
- payment and transaction information needed to process your purchase; and
- basic website information, such as your IP address, browser, device information and website activity, where this is collected by our website or service providers.

We only ask for information that is reasonably needed for our business or required by law.

2. How we use your information

We may use your personal information to:

- process payments and provide products or services you request;
- respond to your questions and provide customer support;
- operate, protect and improve our website and services;
- send marketing messages where you have agreed to receive them or where the law allows; and
- meet our legal and regulatory obligations.

3. When we may share your information

We do not sell your personal information. We may share information only when reasonably necessary with service providers that help us operate our business, such as payment processors, website or technology providers, delivery providers and professional advisers. We may also disclose information where required by law or a lawful authority.

Where we use service providers, they may process information only for the services they provide to us and are subject to applicable privacy and data-protection requirements.

4. Cookies and website data

Our website may use cookies or similar technologies to make the website work, remember preferences, understand website use and improve your experience. You can control cookies through your browser settings. Some website features may not work properly if you block necessary cookies.

5. Keeping your information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, or as required by law. We take reasonable steps to protect personal information against loss, misuse, unauthorised access or disclosure.

6. Your privacy rights

Subject to Zimbabwean law, you may have the right to ask us to:

- tell you what personal information we hold about you;
- correct information that is inaccurate or incomplete;
- delete information where the law allows;
- stop or limit certain uses of your information; or
- withdraw consent where we rely on your consent.

You may also unsubscribe from marketing messages at any time. We may still contact you about an order, enquiry or other service you have requested.

7. Third-party websites

Our website may contain links to other websites or services. Their privacy practices are controlled by them, not Nalani. Please review their privacy policies before giving them personal information.

8. Changes to this Policy

We may update this Privacy Policy when our practices or legal requirements change. The latest version will be published on our website with its updated date.

9. Contact us

If you have a privacy question or want to exercise a privacy right, please contact us:

- NALANI
- Email: nalanizw@gmail.com
- Telephone / WhatsApp: +263 774 482 233
- Website: www.nalani.co.zw