

Privacy Policy

LAST UPDATED: 22 AUGUST 2026 · LINDIANT.CO.ZA

This Privacy Policy explains how Lindiant Designs collects, uses, stores and protects personal information when you visit lindiant.co.za, browse our furniture catalogue, contact us, or place an enquiry or order through our communication channels.

This Privacy Policy is intended to comply with applicable South African privacy legislation, including the Protection of Personal Information Act 4 of 2013 (POPIA).

By using our website or providing personal information to us, you acknowledge that you have read and understood this Privacy Policy.

1. ABOUT LINDIANT DESIGNS

Lindiant Designs is a South African furniture manufacturer specialising in unique, custom and timeless furniture, including headboards, couches, suites and furniture sets, storage bases, pedestals, ottomans and other custom furniture pieces.

Our website primarily allows visitors to browse our catalogue and contact us regarding products and orders.

2. INFORMATION WE COLLECT

Depending on how you interact with Lindiant Designs, we may collect personal information such as:

- Your name and surname
- Telephone or mobile number
- Email address
- Delivery address, where required
- Billing or payment-related information where applicable
- Furniture or product requirements
- Customisation requests
- Order and enquiry information
- Information contained in WhatsApp, email or other communications with us
- Information you voluntarily provide through forms or other communication channels

When you browse our website, certain technical information may also automatically be collected, such as your IP address, browser type, device type, operating system, pages visited, approximate website usage information, date and time of visits, and referring website or source.

We aim to collect only information that is reasonably necessary for legitimate business purposes.

3. HOW WE COLLECT YOUR INFORMATION

We may collect personal information when you visit lindiant.co.za, browse our furniture catalogue, contact us by telephone, email or WhatsApp, request information about a product, request a quotation, place or discuss an order, request custom furniture, provide delivery information, or communicate with us regarding an existing or potential order.

We may also collect limited technical information automatically when you use our website.

4. HOW WE USE YOUR INFORMATION

We may use your personal information to respond to enquiries; respond to WhatsApp messages; provide product information; provide quotations; process and manage furniture orders; discuss custom furniture requirements; arrange deliveries where applicable; communicate with customers regarding orders; provide customer support; confirm order details; improve our products and services; improve the functionality and performance of our website; maintain website security; detect and prevent fraudulent or unlawful activity; maintain appropriate business records; and comply with applicable legal and regulatory requirements.

We will not use your personal information for purposes that are incompatible with the purpose for which it was collected, unless permitted or required by law.

5. WHATSAPP COMMUNICATION

Lindiant Designs provides customers with the ability to contact us and enquire about products through WhatsApp.

When you choose to communicate with us through WhatsApp, information you provide may include your name, telephone number, product enquiries, order details, delivery information, customisation requirements and other information contained in your conversation with us.

WhatsApp is operated by a third party and its use is subject to WhatsApp's own terms and privacy practices. We recommend that customers avoid sending unnecessary sensitive personal information through WhatsApp.

6. ORDERS AND CUSTOM FURNITURE

Because Lindiant Designs offers custom and made-to-order furniture, we may require certain information from customers to fulfil an order. This may include customer contact details, product specifications, measurements where applicable, colour and material preferences, customisation requirements, delivery information, and order and quotation information.

This information is used for the purpose of communicating with you and producing, managing and delivering your requested furniture.

7. COOKIES AND WEBSITE TECHNOLOGIES

Our website may use cookies or similar technologies to help the website function correctly, improve website performance, understand how visitors use the website, remember certain preferences, improve the user experience and analyse website traffic.

You may configure your browser to refuse or delete cookies. Disabling certain cookies may affect some website functionality.

8. WEBSITE ANALYTICS

We may use website analytics and similar technologies to understand how visitors interact with lindiant.co.za. This information may include technical and usage information such as pages visited, device information and general website activity.

Analytics information is primarily used to understand website performance and improve the customer experience. Where third-party analytics services are used, those services may process information in accordance with their own privacy policies.

9. HOW WE SHARE PERSONAL INFORMATION

Lindiant Designs does not sell your personal information.

We may share personal information where reasonably necessary to operate our business and provide our services. This may include sharing relevant information with furniture production or manufacturing personnel, delivery or logistics providers, website hosting and technology providers, IT and security service providers, payment providers where applicable, professional advisers where necessary, service providers assisting us with business operations, and government, law-enforcement or regulatory authorities where legally required.

We aim to share only information that is reasonably necessary for the relevant purpose.

10. THIRD-PARTY SERVICES

Our website may connect to or contain links to third-party services, including communication, analytics, hosting, social media or other technology platforms.

Third-party services operate under their own terms and privacy policies. Lindiant Designs is not responsible for the privacy practices of third-party websites or services that we do not control.

11. DATA SECURITY

Lindiant Designs takes reasonable technical and organisational measures to protect personal information against unauthorised access, unauthorised disclosure, loss, misuse, destruction and unauthorised alteration.

However, no website, electronic communication system or method of storing information can be guaranteed to be completely secure. You should therefore take reasonable care when transmitting personal information online.

12. RETENTION OF PERSONAL INFORMATION

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including processing enquiries, managing customer relationships, fulfilling orders, maintaining business records, resolving disputes, complying with legal obligations and protecting our legitimate business interests.

When personal information is no longer required, we will take reasonable steps to securely delete, destroy or anonymise it where appropriate.

13. YOUR RIGHTS UNDER POPIA

Subject to applicable legal limitations, you may have the right to request access to personal information we hold about you; request correction of inaccurate or outdated information; request deletion of personal information where legally permissible; object to certain processing; withdraw consent where processing is based on consent; object to direct marketing; request information regarding how your personal information is being processed; and lodge a complaint regarding the processing of your personal information.

To exercise any applicable rights, please contact us using the details provided below. We may need to verify your identity before processing certain requests.

14. DIRECT MARKETING

Lindiant Designs may communicate with customers regarding products, furniture collections, promotions, offers or other relevant business information where permitted by applicable law.

Where consent is required, we will obtain the appropriate consent. You may request that we stop sending direct marketing communications to you.

15. CHILDREN'S PRIVACY

Our website is intended for a general audience and is not specifically directed at children.

We do not knowingly collect personal information from children where doing so would be prohibited by applicable law.

If you believe that a child has provided personal information to us unlawfully, please contact us so that we can investigate and take appropriate action.

16. INTERNATIONAL DATA TRANSFERS

Some technology or service providers used by Lindiant Designs may store or process information outside South Africa.

Where personal information is transferred outside South Africa, we will take reasonable steps to ensure that the transfer is handled in accordance with applicable legal requirements, including POPIA where applicable.

17. THIRD-PARTY LINKS

Our website may contain links or integrations that direct you to third-party websites or platforms. These third parties may have their own privacy policies and terms of use.

Lindiant Designs does not control the privacy practices of third-party websites and cannot accept responsibility for their handling of personal information.

18. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes to our business, website, new services or technologies, changes in applicable legislation, or changes in how we process personal information.

When we make changes, we will update the Last Updated date at the top of this Privacy Policy. We encourage visitors to review this page periodically.

19. CONTACT LINDIANT DESIGNS

If you have questions about this Privacy Policy, wish to exercise your privacy rights, or have concerns about how your personal information is handled, please contact us.

- Lindiant Designs
- Email: info@lindiant.co.za
- Telephone / WhatsApp: 078 646 8566
- Country: South Africa
- Website: lindiant.co.za

20. PRIVACY COMPLAINTS

If you have a concern regarding the way Lindiant Designs handles your personal information, we encourage you to contact us first so that we can attempt to resolve the matter.

You may also have the right to lodge a complaint with the Information Regulator of South Africa in accordance with applicable law.

Lindiant Designs is committed to respecting your privacy and protecting the personal information entrusted to us.