



WILDOG ACCESSORIES (PTY) LTD
VAT : 4150269050
30 AKWAMARYN STREET,
KLERKSOORD, AKASIA, PRETORIA

ANTI-SPAM POLICY

Website: www.wildog.co.za

1. INTRODUCTION

Wildog Accessories (Pty) Ltd ("Wildog", "we", "us" or "our") respects the privacy of our customers, website visitors, suppliers and business partners. We are committed to responsible communication and do not support the sending of unsolicited spam or misleading electronic messages.

This Anti-Spam Policy explains how Wildog approaches electronic communications, including emails, promotional messages and other electronic marketing communications relating to our products and services.

This Policy should be read together with our External Privacy Notice and any applicable website Terms and Conditions.

2. WHAT IS SPAM?

Spam refers to unsolicited, unwanted or inappropriate electronic communications, particularly bulk messages sent for advertising or promotional purposes without the required permission or lawful basis.

Examples may include:

- Unsolicited promotional emails or bulk marketing messages.
- Misleading emails designed to deceive recipients about the sender or the content.
- Repeated marketing communications after a recipient has opted out.
- Messages sent using unlawfully obtained or misused contact information.
- Emails containing deceptive subject lines, false sender details or suspicious links.

Wildog does not authorise the use of its name, branding or contact details to distribute spam or misleading communications.

3. OUR COMMUNICATION PRACTICES

Wildog aims to ensure that electronic communications are relevant, transparent and appropriate.

We may send communications relating to:

- Customer enquiries and requests for quotations.
- Orders, payments, deliveries and fitment arrangements.

MAKING NEW TRACKS

REGISTRATION : 2014/191429/07



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- Product information and customer support.
- Warranty matters, returns and after-sales assistance.
- Company news, events, promotions and product launches, where permitted by law.
- Other legitimate business communications relevant to our relationship with you.

We will comply with applicable South African legislation governing electronic communications and direct marketing, including the Protection of Personal Information Act 4 of 2013 ("POPIA") and the Electronic Communications and Transactions Act 25 of 2002 ("ECTA"), where applicable.

4. CONSENT AND DIRECT MARKETING

Wildog will send direct marketing communications by electronic communication only where permitted by applicable law.

Where prior consent is required, we will obtain it before sending the relevant marketing communication. Where the law permits marketing to existing customers without prior consent, we will comply with the applicable conditions and provide an appropriate opportunity to object or opt out where required.

We will not knowingly continue sending direct marketing communications to a person who has validly opted out of receiving them.

Providing your contact details for an enquiry or purchase does not automatically mean that you have agreed to receive all forms of promotional marketing.

5. UNSUBSCRIBING AND OPTING OUT

You may request to stop receiving marketing communications from Wildog at any time.

You can opt out by:

- Clicking the unsubscribe link in a marketing email, where available.
- Following the instructions provided in the relevant communication.
- Emailing marketing@wildog.co.za with the subject line "**Unsubscribe from Marketing**".

Please include the email address or contact number associated with the communications so that we can process your request.

We will action valid opt-out requests within the period required by applicable law and take reasonable steps to ensure that your marketing preferences are respected.



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Opting out of marketing will not prevent us from sending non-promotional communications that are necessary to complete an order, provide a service, respond to an enquiry or meet a legal obligation.

6. THIRD-PARTY COMMUNICATIONS

Wildog does not sell personal information to third parties for their own marketing purposes.

Where we use third-party service providers to support our communications, we will take reasonable steps to ensure that personal information is handled appropriately and in accordance with applicable legal requirements.

If Wildog shares information with a third party for a lawful business purpose, the sharing must be consistent with our External Privacy Notice and applicable law.

7. SECURITY AND FRAUDULENT MESSAGES

Wildog may not be responsible for emails, messages or websites created by unauthorised parties impersonating the company.

Please exercise caution when receiving unexpected communications that:

- Request passwords, banking details or sensitive personal information.
- Ask you to make payments to unfamiliar accounts.
- Contain suspicious links or unexpected attachments.
- Use unusual email addresses or misleading sender information.
- Make offers that appear suspicious or inconsistent with Wildog's usual communications.

If you suspect that a message claiming to be from Wildog is fraudulent, do not click suspicious links or provide personal or financial information. Contact Wildog using the contact details published on our official website to verify the communication.

8. REPORTING SPAM OR MISUSE

If you believe that you have received an unsolicited or suspicious communication from, or falsely claiming to represent, Wildog, please contact us at:

Email: marketing@wildog.co.za

Website: www.wildog.co.za

Where possible, provide the sender's email address, the date received and a copy of the message. Please avoid forwarding sensitive personal information unless it is necessary for us to investigate.



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We will review reports and take reasonable steps to investigate suspected misuse of our name, branding or communication channels.

9. PERSONAL INFORMATION

Any personal information processed in connection with electronic communications will be handled in accordance with our External Privacy Notice and applicable data protection legislation.

You may contact Wildog to request information about how your personal information is used or to exercise your applicable privacy rights.

10. CHANGES TO THIS POLICY

Wildog may update this Anti-Spam Policy from time to time to reflect changes in our business practices, website functionality or applicable legislation.

The latest version will be published on www.wildog.co.za.