

As our customer, your privacy and trust are important to us. Accordingly, we ensure that your Personal Data is collected and processed in a lawful manner. We will always endeavour to protect this information and hold it in confidence. Personal Data supplied by you while making use of this Service (Pick n Pay Mobile App) is provided voluntarily to Pick n Pay. If you choose to use our Service, then you acknowledge that such conduct constitutes an unconditional, specific and voluntary consent to the processing (including storage) of such information.

This Privacy Policy is complementary to the Smart Shopper Terms and Conditions which are accessible on the Pick n Pay website unless otherwise defined in this Privacy Policy.

Information Collection and Purpose

When signing up for this Service, the information you supply is used not only to facilitate the Services provided via the Mobile App but also to support the wider Smart Shopper program. When signing into the Mobile App, you are required to link the app to an existing Smart Shopper account profile or to create a new Smart Shopper account profile. You agree that you will provide accurate information to us and keep it updated (when it changes), and that you will not create a false identity or account for anyone other than yourself.

The Mobile App collects and uses Personal Data. For instance, when you sign up, you are required to provide your Smart Shopper Card Number and Zambian National Registration Card Number or Passport Number (for non-Zambian Citizens). Thereafter, you will be prompted to provide further details such as: Title, First Name, Surname and Birthday. You will also be required to provide your Email, Mobile Number, Contact Preference and Physical Address details. This information is required to uniquely identify you as well as to enable us to communicate with you and provide you with personalised offers and discounts.

When utilising certain functions of the Mobile App to pay for value added services such as electricity, bill payments, airtime and data, the Personal Data you provide to facilitate the payment such as your account number, address and mobile number, will be shared with the relevant third parties. Your shopping transaction history and saved shopping lists will also be processed via by the app for ease of reference to you.

We also collect information from or about the device where you install our Mobile App, depending on the permissions you've granted. The permissions requested when installed, include:

- Camera – to enable the barcode, QR Code and Smart Shopper card scanning functionality; and
- Geographical Location – to enable the “store locator” search functionality.

In-app menu activity information is also collected to facilitate improvements to content and assess your consumption of content. Our servers may also automatically collect information about your mobile device when you access the Mobile App, including without limitation the type of browser software you use, the operating system you are running, and registered location of external IP address. This is limited to standard header information all mobile devices share when interacting with mobile apps. We do not collect any non-standard header information. This data is used to facilitate improvements in our mobile app design and functionality as well as to manage fraudulent or inappropriate use of the Mobile App.

As detailed above, Personal Data provided will be used to facilitate the wider Smart Shopper program and as such, you will receive communications from Pick n Pay relating to the Smart Shopper program as per your communication preferences setup on your account profile. In the event that you would like to amend these preferences, please do so via the app by contacting our Customer Careline +260 211 261822

All Personal Data will be securely retained and only used to fulfil the purposes listed above. We will take appropriate, reasonable, technical and organizational measures to prevent loss of, damage to, or unauthorized destruction and unlawful access to or processing of your Personal Data. This may include transfer of data outside of Zambia (due to the nature of our technologies being used). Information associated with your account will be kept until your Smart Shopper profile is deleted, unless we no longer provide the Service to you.

Securing Your Account

You are required to create an 8-character password to secure your account. You are responsible for making this password a strong, complex and unique one as well as to keep the password private and secure. Do not share this password with anyone. You are responsible for all actions processed through your account. If you suspect its misuse or compromise, you must report it to our Customer Careline (+260 211 261822) as soon as possible.

Children's Privacy

The Services do not address anyone under the age of 18. We do not knowingly collect personally identifiable information from children under the age of 18. In the case that we discover that a child under 18 has provided us with their Personal Data, we will immediately delete this from our systems. If you are a parent or guardian and you are aware that your child has provided us with Personal Data, please contact us as soon as reasonably practicable.

Changes to This Privacy Policy

PnP may update our Privacy Policy from time to time. Thus, you are advised to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately after they are posted on this page.

Contact Us

If you have any questions or suggestions about our Mobile App Privacy Policy, do not hesitate to contact our Customer Careline, toll-free at(+260 211 261822)