

Privacy Policy – POPIA-Aligned

At VermiVital Worm Farm, your privacy matters. We are committed to protecting your personal information in accordance with the Protection of Personal Information Act, 4 of 2013 (POPIA) of South Africa. This Privacy Policy outlines how we collect, use, and safeguard your personal information when you interact with our website, www.vermivital.co.za.

1. Anonymous Usage

You may visit our website without revealing any personal information. VermiVital does not automatically collect information that identifies you personally (such as your name, contact details, or location) unless you voluntarily provide it.

We may use your IP address to:

- Diagnose server issues,
- Administer and improve our website,
- Understand aggregated user trends.

This data is never linked to any personally identifiable information.

2. Collection of Personal Information

We only collect personal information that you voluntarily provide, such as:

- Your email address (for newsletters or updates),
- Your name or contact information (if submitting an inquiry or order).

Personal information is processed only for the purpose for which it was collected, and in a lawful, reasonable, and secure manner as prescribed by POPIA.

3. Email Communication

If you opt-in to receive updates from us:

- You may unsubscribe at any time using the link in our emails.
- Your email will only be used for the specific purpose agreed upon.
- We do not sell, rent, or share your email address with any third party.

4. Use of Cookies

Our website does not use cookies at this time. Should this change, we will update our policy and provide clear options for consent, as required under POPIA.

5. Sharing and Disclosure

We do not share your personal information with third parties unless:

- You give us explicit consent,
- Required by law,
- Necessary to protect our legal rights or comply with a judicial proceeding.

6. Data Security

We implement appropriate technical and organisational measures to protect your personal information against loss, misuse, or unauthorised access.

7. Access to Your Information

You have the right under POPIA to:

- Request access to the personal information we hold about you,
- Request correction or deletion of your personal information,
- Withdraw consent at any time.

Requests can be made by contacting us directly via the details on our website.

8. Updates to This Policy

We reserve the right to update this Privacy Policy to reflect legal or operational changes. The most current version will always be available on our website, and the effective date will be updated accordingly.

9. Contact Information

If you have any questions or concerns about our privacy practices or your personal data, please contact us at:

✉ info@vermivital.co.za

Thank you for visiting VermiVital Worm Farm. Your privacy and trust are important to us.

Shipping Policy – South Africa

At VermiVital Worm Farm, we proudly offer a 100% Live Product Guarantee on all our VermiCast and worm orders!*

We currently dispatch live composting worms Monday to Friday, depending on stock levels and seasonal conditions. Orders are shipped across South Africa using trusted local couriers such as The Courier Guy, Dawn Wing, or Aramex, with delivery typically taking 2–3 working days once dispatched.

Express or Special Delivery Requests

If you require urgent delivery or have a special shipping request, please email us at support@vermivital.co.za.

Should you need your worms delivered within a specific time window, kindly:

- Contact us before placing your order, or
- Add a note in the Order Comments section when checking out online.

While we will do our best to accommodate special delivery requests, we cannot guarantee exact delivery dates due to courier schedules and conditions outside our control.

Operating Hours

We are available Monday to Friday from 08:00 to 17:00 via phone or email. On weekends, please reach out via email only as our phone lines are closed.

Shipping of Worm Kits & Composters

Our VermiVital Kits and Composting Units are shipped based on your provincial location, using regional couriers.

Please allow up to 7 working days for delivery, especially to outlying or rural areas.

Tracking Your Shipment

If you provide an email address when placing your order, you will receive a tracking number within 12 hours of dispatch.

Keep an eye on your inbox (and check your spam folder) for the tracking email.

Packaging

Our products and specifically our worms are packaged in breathable cotton bags and shipped in durable, eco-friendly cardboard boxes clearly marked LIVE WORMS / PERISHABLE.

If possible, inform your delivery driver that a live product is expected to ensure careful handling.

Live Arrival Guarantee

If your worms arrive and are not alive, please contact us within 48 hours of delivery via email or phone.

To process your replacement under our Live Product Guarantee, we may request:

- Photos of the worms,

- Photos of the packaging and box they arrived in.

As worms are a live product, we unfortunately cannot accept returns, as they will not survive a return trip.

Same Day Dispatch

Orders placed before 14:00 (2 PM) on a working day qualify for same-day shipping. Please note: This means your parcel will be dispatched the same day, not that it will arrive the same day.

Delivery will be completed within 2–3 business days depending on your location and the courier used.

Worm Species

We supply only the healthiest and most effective composting worms suited to South African conditions.

Our bed run worms include a mix of species that work across all layers of your compost, giving you faster, more balanced results.

Because they are naturally adaptable:

- Some species may dominate at certain times due to changes in temperature, moisture, or waste type.
- Each order may contain different ratios of worm species, but the ecosystem will naturally balance itself to meet your composting needs.

International Shipping

At this stage, we only ship within the borders of the Republic of South Africa.