Her Voice Cookie Notice and Preferences

Version 1 | Effective 16 September 2026

1. Who is responsible for the website

Her Voice International (Pty) Ltd, registration number 2017/419890/07, operates the Her Voice website and is responsible for the use of cookies and similar technologies on it. Her Voice Group is the public umbrella brand and is not the website-operating legal entity.

Website operator	Her Voice International (Pty) Ltd
Registration number	2017/419890/07
Email	info@her-voice.co.za
Telephone and WhatsApp	+27 65 752 9651

2. What cookies and similar technologies are

A cookie is a small text file that a website or connected service stores through a browser or device. The website may also use local storage, pixels, tags, software development kits or similar technologies. These tools can support security and core functions, remember choices, enable third-party media, measure website use or support advertising. This Notice uses the word 'cookies' to cover all of these technologies where the context allows.

3. Our approach to consent

Strictly necessary cookies may operate automatically because they are required for security or essential website functions. Analytics, Functional and Media, and Advertising and Social Media cookies remain off until the visitor chooses the relevant category. Refusing optional cookies does not prevent access to ordinary content or essential services, although a feature that depends on an optional service may remain unavailable.

The first banner provides equally accessible options to Accept all, Reject optional cookies or Manage preferences. The visitor's choice is remembered for six months. Her Voice may ask again sooner if a new category is introduced, the purpose of an optional technology changes materially, the recorded preference is unavailable or renewed consent is otherwise appropriate.

4. Cookie categories

Category	Status	Purpose
Strictly Necessary	Always active	Provides security, fraud prevention, form protection, shopping-cart or checkout functions, essential sessions, load balancing and storage of cookie choices.
Functional and Media	Optional	Remembers non-essential preferences and enables third-party content such as YouTube videos, podcast players, maps or similar embedded services.
Analytics and Performance	Optional	Measures visits, page use, errors and technical performance so Her Voice can understand and improve the website.
Advertising and Social Media	Optional	Supports advertising measurement, conversion tracking or cross-site marketing. This category will not be activated at launch unless an actual service has been approved and disclosed.

5. Embedded video podcast and other media

YouTube, Spotify, Apple Podcasts and similar third-party players may set or read cookies. These players will remain blocked until the visitor accepts Functional and Media cookies. Before consent, the page may display approved artwork or a thumbnail with an option to allow the media or open it on the provider's website. Media will not autoplay. Her Voice will use privacy-enhanced embedding options where reasonably available.

An ordinary external link may remain available without consent. If the visitor follows it, the third party's own privacy and cookie terms apply on that provider's website or application.

6. Managing or withdrawing a choice

A visitor may reopen the preference centre at any time through the Cookie Preferences link in the website footer. The visitor can accept or reject individual optional categories and save a revised choice. A withdrawal or change applies to future optional cookie use as soon as technically practicable. Withdrawing consent does not make earlier lawful processing unlawful.

Where technically possible, cookies controlled by Her Voice will be removed or disabled after withdrawal. A visitor may also delete cookies through browser or device settings. Blocking strictly necessary cookies through a browser may affect essential website functions. Third-party cookies may require the visitor to use the provider's or browser's removal controls.

7. Information collected through cookies

Depending on the active service and the visitor's choice, cookie information may include a consent identifier, internet protocol address, browser or device information, approximate location derived from an internet protocol address, pages viewed, links selected, session events, technical errors and interaction with embedded content. Her Voice will use only the information reasonably required for the disclosed purpose.

8. Third-party providers and cross-border processing

Some optional services are operated by third parties. They may process information under their own terms and may store or access information outside South Africa. Her Voice will identify the active provider in the cookie register, link to relevant provider information and apply the safeguards described in the Her Voice Privacy and POPIA Policy.

9. Consent records and retention

The browser preference cookie expires after six months. A minimal consent record may contain a pseudonymous identifier, date and time, categories accepted or rejected, the version of this Notice and any later change or withdrawal. The record will be kept for no longer than 24 months after the last recorded choice unless an active complaint, investigation or legal duty justifies a longer period. Cookie and consent records are handled under the Privacy and POPIA Policy.

10. Children and teenage visitors

Her Voice serves teenage girls as well as young women. Optional cookies remain off by default for every visitor. Advertising and cross-site tracking must not be introduced on child-focused pages without a separate legal, privacy and safeguarding assessment and any consent or authorisation required by law. A parent, guardian or competent person may contact Her Voice about a child's personal information as explained in the Privacy and POPIA Policy.

11. Changes and contact

Her Voice may update this Notice when the website, its providers or legal requirements change. The current version and effective date will be published on the website, and renewed consent will be requested where appropriate. Questions or privacy requests may be sent to info@her-voice.co.za or made by call or WhatsApp to +27 65 752 9651.

This Notice should be read with the Her Voice Privacy and POPIA Policy and Website Terms of Use and Participation. Relevant legislation includes the Protection of Personal Information Act 4 of 2013 and the Electronic Communications and Transactions Act 25 of 2002.

12. Current cookie and technology register

Audit date: 16 September 2026. The public website and embedded shop currently use necessary technologies only. Optional analytics, advertising, personalisation and embedded media are not enabled. Accept all therefore does not activate additional services. External video, podcast and order links open on the provider’s website, where that provider’s notice applies.

Technology / provider	Purpose and duration
hv_cookie_preferences / Her Voice	Necessary first-party cookie. Stores only the notice version, selected choice and expiry; six months. No unique visitor identifier.
ec-142345503-session / Ecwid	Necessary first-party cookie for the active cart and checkout; up to 90 days. Observed after adding an item.
ec-142345503-checkout / Ecwid	Necessary browser local storage for checkout identity and cart count. No automatic expiry specified by Ecwid; clear through browser settings.
__cf_bm / Cloudflare on Ecwid	Necessary provider security and bot protection cookie; approximately 30 minutes. Observed on the Ecwid domain.

The audit covered the public pages, catalogue, product and cart without signing in or placing an order. Ecwid may require additional authentication, customer-profile or order-result storage when those functions are used. These were not exercised in the audit. Cloudflare Turnstile is used only on enabled protected forms; unavailable collection services remain disabled. No form answers are saved in browser storage by the website.

Cart and checkout still work after rejecting optional cookies. Reopening Cookie Preferences in either footer allows you to revise or withdraw your optional choice. Expired or superseded choices require a new selection. Necessary cart and security technologies remain available.

Ecwid’s cookie and storage register