

Privacy Policy / Sanitation For Africa

Effective Date: 1st June 2023

This Privacy Policy describes how Sanitation For Africa collects, uses, stores, and discloses personal information when you visit our website www.sanitationforafrica.co.za and interact with our services. We are committed to protecting the privacy of our users and complying with the Protection of Personal Information Act, 2013 (POPIA) and other applicable data protection laws in South Africa.

1. Information We Collect

1.1 Personal Information We may collect and process the following personal information about you:

- Contact information, including your name, email address, telephone number, and postal address.
- Account registration details, such as username and password.
- Payment information, including credit/debit card details, bank account details, or other payment method details.
- Information you provide when you contact us, participate in surveys, or engage in promotional activities.
- Information you voluntarily share on our Website, such as comments, reviews, or user-generated content.

1.2 Non-Personal Information We may collect non-personal information about your interaction with our Website, including:

- Device information: IP address, browser type, operating system, and other technical details.
- Usage information: pages visited, links clicked, and other actions taken on our Website.

2. Use of Information

We collect and use personal information for the following purposes:

- To provide and improve our services, products, and customer support.
- To process and fulfill your orders and payments.
- To communicate with you about our services, updates, offers, and promotions.
- To respond to your inquiries, requests, or complaints.

- To conduct market research, analytics, and understand user trends.
 - To personalize your experience on our Website and customize the content you see.
 - To comply with legal obligations and enforce our terms and conditions.
- ### 3. Disclosure of Information

We may disclose your personal information to:

- Third-party service providers who assist us in operating our Website, processing payments, delivering products, or providing other services.
- Law enforcement authorities, regulatory bodies, or government agencies when required to comply with applicable laws, regulations, or legal processes.
- Other third parties with your consent or at your direction.

We do not sell, rent, or lease your personal information to third parties for their marketing purposes.

4. Data Security

We implement security measures to protect your personal information from unauthorized access, use, or disclosure. However, no method of transmission over the Internet or electronic storage is completely secure. Therefore, we cannot guarantee absolute security.

5. Data Retention

We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. We will securely delete or anonymize your personal information once it is no longer needed.

6. Your Rights

You have the right to:

- Access, correct, update, or request the deletion of your personal information.
- Object to the processing of your personal information.
- Withdraw your consent at any time, if we rely on consent as a legal basis for processing.
- Request a copy of the personal information we hold about you.

- Lodge a complaint with the relevant data protection authority.

7. Third-Party Links

Our Website may contain links to third-party websites or services that are not operated by us. We are not responsible for the privacy practices of these third parties. We encourage you to review their privacy policies before providing any personal information.

8. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. We will post the revised version on our Website and indicate the effective date of the updated policy