

WeaverWorx

Website Designers



Privacy Policy

This is the Service Agreement of the sole proprietorship, Karen Nel trading as WeaverWorx Website Designers. In this document "WeaverWorx", "we", "our", or "us" refer to WeaverWorx Website Designers.

Our address is: 18 Fish Eagle, 2 End Road, Sea Park, Port Shepstone, 4230.

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WEAVERWORX: PRIVACY POLICY

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WEAVERWORX: PRIVACY POLICY

1. Introduction

This Privacy Policy aims to inform you about how we collect and process any information that we collect from you, or that you provide to us. It covers information that could identify you (“personal information”) and information that could not. In the context of the law and this notice, “process” means collect, store, transfer, use or otherwise act on information. It tells you about your privacy rights and how the law protects you.

We are committed to protecting your privacy and the confidentiality of your personal information. Our policy is not just an exercise in complying with the law, but a continuation of our respect for you and your personal information.

We undertake to preserve the confidentiality of all information you provide to us and hope that you reciprocate.

Our policy complies with the **Protection of Personal Information Act 2013 (Act no. 4 of 2013) (also known as PoPIA)**.

The law requires us to tell you about your rights and our obligations to you in regard to the processing and control of your personal information by WeaverWorx.

Except as set out below, we do not share, sell, or disclose to a third party, any information collected through our website, via e-mail, over the telephone, in offline communications, or by any other means.

2. Information Officer

I, Karen Nel, sole proprietor of WeaverWorx, is also the Information Officer responsible for ensuring that our policy is followed.

If you have any questions about this Privacy Policy, including any requests to exercise your legal rights, please contact us at design@weaverworx.africa.

3. Information we process

We may collect, use, store and transfer different kinds of personal information about you. We have collated these into groups as follows:

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Your identity includes information such as first name, last name, title, date of birth, and other identifiable information that you may have provided at some time.

Your contact information includes information such as billing address, e-mail address, telephone numbers and any other information you have given to us for the purpose of communication or meeting.

Transaction information includes details about payments or communications to and from you, and information about the products and services you have purchased from us.

Technical information may include your internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.

Marketing information includes your preferences in receiving marketing from us; communication preferences; responses, and actions in relation to your use of our services.

We may aggregate **anonymous information** such as statistical or demographic data for any purpose. Anonymous information is information that does not identify you as an individual. Aggregated information may be derived from your personal information but is not considered personal information in law because it does not reveal your identity. For example, we may aggregate profile information to assess interest in a product or service. However, if we combine or connect aggregated data with your personal information so that it can identify you in any way, we treat the combined data as personal information, and it will be used in accordance with this Privacy Policy.

4. **Special personal information**

Special personal information is data about your race or ethnicity, religious or philosophical beliefs, sex life, political opinions, trade union membership, information about your health and biometric data.

It also includes information about criminal convictions and offences.

We do not collect any special personal information about you.

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5. If you do not provide personal information we need

Where we need to collect personal information by law, or under the terms of a contract we have with you, and you fail to provide that information when requested, we may not be able to perform that contract. In that case, we may have to stop providing a service to you. If so, we will notify you of this at the time.

6. The bases on which we process information about you

6.1. Information we process because we have a contractual obligation with you

When you buy a product or service from us, or otherwise agree to our [Terms and Conditions](#), a contract is formed between you and us.

In order to carry out our obligations under that contract, we must process the information you give us. Some of this information may be personal information.

We may use it in order to:

- verify your identity for security purposes
- sell products to you
- provide you with our services
- provide you with suggestions and advice on products, services and how to obtain the most from using our website and services

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

We shall continue to process this information until the contract between us ends, or is terminated by either party under the terms of the contract.

6.2. Information we process with your consent

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you with more information about our business, including our products and services, you provide your consent to us to process information that may be personal information. Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to our use of cookies as specified in our [Cookies Policy](#).

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If you have given us explicit permission to do so, we may from time to time, pass your name and contact information to selected associates whom we consider may provide services or products you would find useful.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us at e-mail address design@weaverworx.africa. However, if you do so, you may not be able to use our website or our services further.

6.3. Information we process for the purposes of legitimate interests

We may process the information on the basis there is a legitimate interest, either to you or to us, of doing so.

Where we process your information on this basis, we do so after having given careful consideration to:

- whether the same objective could be achieved through other means
- whether processing (or not processing) might cause you harm
- whether you would expect us to process your information, and whether you would, in the normal course of business, consider it reasonable to do so

For example, we may process your information on this basis for the purposes of:

- record-keeping for the proper and necessary administration of our business
- responding to unsolicited communication from you to which we believe you would expect a response
- protecting and asserting the legal rights of any party
- insuring against or obtaining professional advice that is required to manage business risk
- protecting your interests where we believe we have a legal duty to do so

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6.4. Information we process because we have a legal obligation

Sometimes, we must process your information in order to comply with a statutory obligation. For example, we may be required to give information to legal authorities if they so request, or if they have the proper authorisation such as a search warrant or court order. This may include your personal information.

7. Specific uses of information you provide to us

7.1. Information provided on the understanding that it will be shared with a third party

Our website allows you to post information with a view to that information being read, copied, downloaded, or used by other people.

Examples include:

- posting a comment on our blog posts
- clicking on an icon next to another visitor's message to convey your agreement, disagreement or thanks

In posting personal information, it is up to you to satisfy yourself about the privacy level of every person who might use it.

We do not specifically use this information except to allow it to be displayed or shared.

We do store it, and we reserve a right to use it in the future in any way we decide. Once your information enters the public domain, we have no control over what any individual third party may do with it. We accept no responsibility for their actions at any time.

Provided your request is reasonable and there is no legal basis for us to retain it, then at our discretion, we may agree to your request to delete personal information that you have posted. You can make a request by contacting us at e-mail address design@weaverworx.africa.

7.2. Complaints regarding comments on our blog posts

Our website is a publishing medium and anyone can comment on our post, thereby publishing information about himself, herself or some other person.

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We attempt to moderate user generated comments, but we are not always able to do so as soon as that comment is published.

If you complain about any of the comment on our website, we shall investigate your complaint.

If we feel it is justified or if we believe the law requires us to do so, we shall remove the comment while we investigate.

Free speech is a fundamental right, so we have to make a judgment as to whose right will be obstructed: yours, or that of the person who posted the comment that offends you.

If we think your complaint is vexatious or without any basis, we shall not correspond with you about it.

7.3. Information relating to your method of payment

We only accept Electronic Funds Transfer (“EFT”) Payments from our customer. We do not collect or process any online payments through our website.

7.4. Communicating with us

When you contact us, whether by telephone, through our website or by e-mail, we collect the information you have given to us in order to reply with the information you need.

We record your request and our reply in order to increase the efficiency of our business.

We keep personally identifiable information associated with your messages, such as your name and e-mail address in order to be able to track our communications with you, to provide a high-quality service.

7.5. Complaining

When we receive a complaint, we record all the information you have given to us. We use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole

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discretion as to whether we do give information, and if we do, what that information is.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

8. Use of information we collect through automated systems when you visit our website

8.1. Cookies

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed for use on another, allowing a website to provide you with a personalized experience and the website owner with statistics about how you use the website so that it can be improved.

Some cookies may last for a defined period, such as one day or until you close your browser. Others last indefinitely.

Your web browser should allow you to delete any you choose. It also should allow you to prevent or limit their use.

Our website uses cookies. They are placed by software that operates on our servers, and by software operated by third parties whose services we use.

When you first visit our website, we ask you whether you wish us to use cookies. If you choose not to accept them, we shall not use them for your visit except to record that you have not consented to their use for any other purpose.

If you choose not to use cookies or you prevent their use through your browser settings, you will not be able to use all the functionality of our website.

We use cookies in the following ways:

- to track how you use our website
- to record whether you have seen specific messages we display on our website

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- to keep you signed in to our website
- to record your answers to surveys and questionnaires on our website while you complete them
- to record the conversation thread during a live chat with our support team

We provide more information about the cookies we use in our [Cookies Policy](#).

8.2. Personal identifiable information from your browsing activity

Requests by your web browser to our servers for web pages and other content on our website are recorded.

We record information such as your geographical location, your Internet service provider and your IP address. We also record information about the software you are using to browse our website, such as the type of computer or device and the screen resolution.

We use this information in aggregate to assess the popularity of the webpages on our website and how we perform in providing content to you.

If combined with other information we know about you from previous visits, the information possibly could be used to identify you personally, even if you are not signed in to our website.

9. Disclosure and sharing of your information

9.1. Information we obtain from third parties

Although we do not disclose your personal information to any third party (except as set out in this notice), we sometimes receive information that is indirectly made up from your personal information from third parties whose services we use.

No such information is personally identifiable to you.

9.2. Information may be processed outside South Africa

Our website, and websites hosted by us on our shared server, are hosted in South Africa.

We may also use outsourced services in countries outside South Africa from time

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to time in other aspects of our business.

Accordingly, information obtained within South Africa or any other country could be processed outside South Africa.

For example, some of the software our website uses may have been developed in the United States of America or Australia.

10. Control over your own information

10.1. Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes.

10.2. Access to your personal information

At any time you may review or update personally identifiable information that we hold about you, by sending us an e-mail at design@weaverworx.africa.

To obtain a copy of any information that is not provided on our website you should contact us to make that request.

After receiving the request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you.

10.3. Removal of your information

If you wish us to remove personally identifiable information from our website, you should contact us to make your request.

This may limit the service we can provide to you.

10.4. Verification of your information

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

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11. Other matters

11.1. Use of website by children

We do not sell products or provide services for purchase by children, nor do we market to children. If you are under the age of majority, you may use our website only with consent from a parent or guardian.

11.2. Encryption of data sent between us

We use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us.

Whenever information is transferred between us, you can check that it is done so using SSL by looking for the trust mark in your browser's URL bar or toolbar.

11.3. How you can complain

If you are not happy with our privacy policy or if you have any complaint then you should tell us at e-mail address design@weaverworx.africa.

If a dispute is not settled, then we hope you will agree to attempt to resolve it by engaging in good faith with us in the process of mediation or arbitration.

11.4. Retention period for personal data

Except as otherwise mentioned in this Privacy Policy, we keep your personal information only for as long as required by us:

- to provide you with the services you have requested;
- to comply with other law, including for the period demanded by our tax authorities;
- to support a claim or defence in court.

11.5. Compliance with the law

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our website and services.

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11.6. Review of this privacy policy

We may update this Privacy Policy from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records, if deemed necessary.

If you have any question regarding our privacy policy, please contact us at e-mail address design@weaverworx.africa.