

Privacy Policy / POPIA

This Privacy Policy governs the collection and use of personal information by Cape Shutters & Shades (“we”, “us”, “our”) in connection with our Website <https://capess.co.za/>. We are registered in South Africa and abide by the Protection of Personal Information Act (POPIA) and other relevant data protection laws.

1. Introduction

We are committed to protecting your privacy. This policy outlines how we collect, use, and protect your information and ensures that you are informed about your rights regarding your personal data.

By using the Service, you agree to the collection and use of information in accordance with this Privacy Policy.

2. Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Privacy Policy:

Company (referred to as either “the Company”, “We”, “Us” or “Our” in this Agreement) refers to Cape Shutters & Shades, 10 Gillian Street, Durbanville, Cape Town

Cookies are small files that are placed on Your computer, mobile device or any other device by a website, containing the details of your browsing history on that website among its many uses.

Country refers to: South Africa

Device means any device that can access the Service such as a computer, a cell phone or a digital tablet.

Personal Data is any information that relates to an identified or identifiable individual.

Service refers to the Website.

Website refers Cape Shutters & Shades, accessible from <https://capess.co.za/>

You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

3. Information We Collect

We collect various types of information, including but not limited to:

- **Personal and Business Information:** This includes your name, email address, phone number, and any other identifying information you provide to us directly or indirectly.
- **Website Usage Information:** We may track how you interact with our website using analytics tools, cookies, and other technologies.
- **Financial Information:** We may collect your company invoicing details for quote and invoicing purposes only.
- **Usage Data:** This is collected automatically when using the service.

Usage Data

Usage Data may include information such as Your Device's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that You visit, the time and date of Your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When You access the Service by or through a mobile device, We may collect certain information automatically, including, but not limited to, the type of mobile device You use, Your mobile device unique ID, the IP address of Your mobile device, Your mobile operating system, the type of mobile Internet browser You use, unique device identifiers and other diagnostic data.

We may also collect information that Your browser sends whenever You visit our Service or when You access the Service by or through a mobile device.

4. Use of Information

The Company may use Personal Data for the following purposes:

- To provide and manage our Services, including to monitor the usage of our Service.
- To verify your identity.
- To communicate with you regarding your product or service enquiry by email, telephone calls, SMS, or other equivalent forms of electronic communication.
- For the performance of a contract: the development, compliance and undertaking of the purchase contract for the products, items or services You have purchased or of any other contract with Us.
- To improve our Services based on usage data.

- To provide you with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive such information.
- We may use Your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our Service, products, services, marketing and your experience.

5. Data Retention

We maintain your personal data as long as necessary to fulfil the purposes for which we collected it or as required by law. Generally, personal data related to transaction records will be retained for a minimum of six years.

The Company will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of Our Service, or We are legally obligated to retain this data for longer time periods.

6. Transfer of Your Personal Data

Your information, including Personal Data, is processed at the Company's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to — and maintained on — computers located outside of Your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from Your jurisdiction.

The Company will take all steps reasonably necessary to ensure that Your data is treated securely and in accordance with this Privacy Policy and no transfer of Your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of Your data and other personal information.

Your consent to this Privacy Policy followed by Your submission of such information represents Your agreement to that transfer.

7. Disclosure of Your Personal Data

Business Transactions

If the Company is involved in a merger, acquisition or asset sale, Your Personal Data may be transferred. We will provide notice before Your Personal Data is transferred and becomes subject to a different Privacy Policy.

Law enforcement

Under certain circumstances, the Company may be required to disclose Your Personal Data if required to do so by law or in response to valid requests by public authorities.

Other legal requirements

The Company may disclose Your Personal Data in the good faith belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend the rights or property of the Company
- Prevent or investigate possible wrongdoing in connection with the Service
- Protect the personal safety of Users of the Service or the public
- Protect against legal liability

8. Cookies & Tracking Technologies

Our Site uses cookies and similar tracking technologies to enhance your experience. You can manage your cookie preferences through your browser settings.

Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyze Our Service. The technologies We use may include:

- Cookies or Browser Cookies. A cookie is a small file placed on Your Device. You can instruct Your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if You do not accept Cookies, You may not be able to use some parts of our Service. Unless you have adjusted Your browser setting so that it will refuse Cookies, our Service may use Cookies.
- Web Beacons. Certain sections of our Service and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of a certain section and verifying system and server integrity).

Cookies can be “Persistent” or “Session” Cookies. Persistent Cookies remain on Your personal computer or mobile device when You go offline, while Session Cookies are deleted as soon as You close Your web browser.

9. Third Parties

We do not sell or share your personal information with third parties, except to comply with legal obligations or respond to legal requests.

10. Children’s Privacy

Our services are not intended for children under 18 years. If you are a parent or guardian and believe your child has provided us with Personal Data, please contact us.

11. Your Rights

You have the right to:

- Access the personal information we hold about you.
- Request correction of your information if it is inaccurate or incomplete.
- Request deletion of your personal data.
- Withdraw consent for processing your data at any time.
- Please note, however, that We may need to retain certain information when we have a legal obligation or lawful basis to do so.

12. Security Measures

The security of Your Personal Data is important to Us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While We strive to use commercially acceptable means to protect Your Personal Data, We cannot guarantee its absolute security.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will alert you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your account or by placing a prominent notice on our Site.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

11. Contact Us

For any questions regarding this Privacy Policy or our data practices, please contact us at:

sales@capess.co.za

10 Gillian Street

Durbanville

Cape Town

Western Cape

South Africa