

Privacy Policy

Smartcom is committed to ensuring that your privacy, including your personal information, is protected. Should we ask you to provide certain information by which you may be identified as a result of your use of this website, such information shall only be used strictly in accordance with our Standard Terms and Conditions read together with this, our Privacy Policy.

Smartcom may change this policy from time to time by amending and updating this page. You should read this page from time to time to ensure that you are familiar with and agree to any and all such changes.

This privacy policy sets out how Smartcom uses and protects any information that you may provide to us whether you expressly provide such information or whether we obtain such information through the use of Cookies.

We undertake not to sell, distribute or lease your personal information to any third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information relating to third parties which we think you may find interesting should you select such option.

Information that we collect

We may collect the following information from you:

- Your Name;
- Your Contact information including email address;
- Your Demographic information such as postcode, preferences and interests; and
- Any other information relevant to customer surveys and/or offers.

For the exhaustive list of information we may collect see the [List of we collect](#) hereunder.

What we do with the information we gather

We require this information to understand your needs in addition to the following:

- Internal record keeping;
- Improving our products and services;
- We may periodically send promotional emails regarding new products, special offers or other information which we think you may find interesting using the email address which you have provided; and
- We may, from time to time, contact you per email, telephone, facsimile or mail.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies to collect information

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes whereafter the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies should you prefer. This may prevent you from taking full advantage of the functionality of our website.

Links to other websites

Our website may contain links to other websites with related matter which may be of interest to you. Once you have used these links to leave our site, you should note that we do not have any control over such other websites. We can accordingly not be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this Privacy Policy. We recommend that you exercise caution and acquaint yourself with the privacy statement applicable to the website in question.

Controlling your personal information

We take cognisance of the right to privacy as enshrined in the Constitution of the Republic of South Africa and the limitation of that Right to balance other rights including the right to access to information and the protection of important interests including the free flow of Information within the Republic of South Africa.

We accordingly warrant that our collection and control of your personal information complies with the POPI Act.

_We_process information lawfully by insuring that we are accountable, purposes specific, limit further processing, maintain this quality information, ensure security safeguards are in place.

Being a Data Subject as defined in the Act, you have the rights to be notified should your Personal Information be accessed or acquired by an unauthorised person by way of electronic mail to your stipulated e-mail address, to request access to your information as stored by us by sending a written request to mail@smartcom.co.za , to request correction of your Personal Information by sending a written request to mail@smartcom.co.za, to, under applicable circumstances send to mail@smartcom.co.za a written request that we destroy or delete your Personal Information Smartcom may only delete or destroy information if we are permitted by law to destroy and/ or delete such), to object to your Personal Information being used for the purposes of direct marketing as defined in the Consumer Protection Act 35 of 2008 or for the purposes of unsolicited electronic information, not to be subject, under certain circumstances, to a decision which is based solely on the basis of the automated processing of your Personal Information, to submit a complaint to the Regulator of Personal Information should you feel that the protection of your personal information has been interfered with and to institute proceedings regarding the alleged interference with the protection of your Personal Information.

To protect these rights, we ensure that collection of your Personal Information shall be done directly by us unless collection by another sources would not prejudice you, we retain records of Personal Information only so long as may be required by law or so long as wereasonably require such retention, as soon as we_no longer require your Personal Information, this information is destroyed and/ or deleted in a manner that prevents reconstruction in an intelligible form.

By furnishing us with your Personal information, you consent to us_collecting and/ or processing your Personal Information and acknowledge and accept that you are competent to grant such consent, processing of your Personal Information is necessary for the performance of our_obligations as set forth herein, the processing of your

Personal Information protects one or more of your legitimate interests, that the Processing is necessary for proper performance of _our_duties to you.

We_reasonable steps to ensure that your Personal Information is complete, accurate, not misleading and updated where necessary.

Failure to furnish us_with Personal Information may result in us being unable to provide products and/ or services to you.

Payments made through our Website

In the event that you make a payment through our website, such payment is processed by way of a third party payment gateway, currently mygate. Whilst we do take precautions when selecting such gateway operators, these gateways have their own policies dealing with the information you provide and you are required o familiarise yourself with these terms of use.

We accordingly cannot be held accountable for the information you provide to them or the manner in which such information may be dealt with by them and you indemnify us accordingly.