

PRIVACY STATEMENT

Comtel Communications (PTY) Ltd

1. Introduction

Comtel (“we”, “us”, “our”) acknowledges the importance of your privacy. This Privacy Statement details how we collect, use, manage and protect the personal information of individuals and entities (“you”, “your”) that engage with our services, in accordance with South Africa's Protection of Personal Information Act (POPIA), as well as international standards and best practices. We urge you to read this Privacy Statement carefully to understand our practices and your rights regarding your personal data.

2. Confidentiality

We are committed to maintaining the highest degree of confidentiality in all our dealings with potential, current, and past clients. All data recorded on our system is treated as confidential and is only accessible to authorised personnel. We uphold our obligation under the POPIA to prevent unauthorised access, disclosure, alteration or destruction of your personal data.

3. Collection of Personal Data

We collect personal information directly from you when you interact with us, such as when you create an account, make a payment, or request technical support. This data may include your name, email address, phone number, and payment details. We may also collect information automatically, such as IP addresses, browser type, and usage data.

4. Use of Personal Data

The personal information collected is used to provide, maintain, protect, and improve our services, and to protect us and our users.

5. Public Space

Any information disclosed in public areas of our website or on our social media platforms becomes public information and you should always be careful when deciding to disclose your personal information in such places.

6. Site Linking

Our website may contain links to other sites. We are not responsible for the privacy practices or content of such other sites. We recommend you read the privacy statements of these linked sites as their privacy practices may differ from ours.

7. Minors

Our services are not intended for individuals under the age of 18. We do not knowingly collect or solicit personal data from minors. If we learn that we have collected personal data from a minor without parental consent, we will take steps to delete such information as soon as possible.

8. Reservation of Rights

We reserve the right to disclose your personal information as required by law or when we believe that disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order, or legal process.

9. Data Security

We use appropriate technical and organisational measures to protect the personal data that we collect and process about you. The measures we use are designed to provide a level of security appropriate to the risk of processing your personal data.

10. Changes to This Privacy Statement

We may update this Privacy Statement from time to time in response to changing legal, technical, or business developments. The latest Privacy Statement is found on our website.

11. Your Rights and Choices

Under the POPIA, you have the right to access, correct, delete, or limit the use of your personal data. If you wish to exercise these rights or have questions about this Privacy Statement, please contact us.

12. Contact Information

If you have any questions or concerns about our Privacy Statement, or our practices with regards to your personal information, please contact us at info@comtel.co.za