



Committed to quality, driven by solutions



CETS SOLUTIONS (PTY) LTD
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CETS Solutions Privacy Policy

www.cetssolutions.co.za

Last update: 12/05/2025

Sqalosethu (Pty) Ltd, trading as **C.E.T.S Solutions** ("we," "our," "us"), is committed to protecting your privacy and ensuring that your personal information is handled safely, securely, and responsibly. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you interact with us, visit our website (www.cetssolutions.co.za), or use our services.

1. Information We Collect

1.1 Personal Information

We may collect personal information that you voluntarily provide to us when you:

- Register or create an account on our website.
- Make a purchase or inquire about our services or products.
- Subscribe to our newsletters or promotional materials.
- Participate in surveys, competitions, or promotions.
- Contact us via email, phone, or any other communication platform.

This personal information may include:

- Full name
- Contact details (email address, phone number, physical or mailing address)
- Payment information (e.g., billing details)
- Account details (e.g., username, password)
- Any other information you choose to provide to us



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1.2 Non-Personal Information

We may also automatically collect non-personal information when you use or browse our website. This may include:

- IP address
- Browser type and version
- Device type and operating system
- Pages visited and time spent on the site
- Referring website or search engine
- Cookies and similar tracking technologies

2. How We Use Your Information

We may use your information for the following purposes:

- To provide and enhance our products and services.
- To manage transactions and your account.
- To communicate with you and respond to your queries.
- To send you marketing materials and newsletters (if you have opted in).
- To analyze and improve our website's functionality and user experience.
- To comply with legal requirements and protect our legal rights.

3. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to optimize your experience. Cookies are small data files stored on your device to:



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- Save your preferences and settings.
- Analyze traffic and browsing behavior.
- Personalize your user experience.

You can control cookies through your browser settings but disabling them may affect site functionality.

4. Sharing Your Information

We do **not** sell or rent your personal data. We may share your information with:

- Trusted service providers that support our operations (e.g., IT support, payment processors).
- Regulatory bodies or authorities if required by law.
- Third parties when you give us explicit consent.

5. Data Security

We use appropriate security measures—including encryption, secure servers, and access controls—to protect your information. However, no method of data transmission or electronic storage is 100% secure, so we cannot guarantee absolute security.

6. Retention of Information

We retain personal information for as long as needed to fulfill the purposes outlined in this policy or to comply with legal and regulatory requirements. When no longer required, we securely delete or anonymize your data.



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7. Your Rights

You have the right to:

- **Access** the personal data we hold about you.
- **Correct** any inaccurate or incomplete information.
- **Request deletion** of your personal information under specific conditions.
- **Object** to certain types of data processing.

To exercise any of these rights, please contact us using the details provided below.

8. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our services or legal obligations. Any updates will be posted on our website with the revised “Last Updated” date.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

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Phone: **+27 13 170 8059**

Website: www.cetssolutions.co.za