

Privacy Policy

Introduction

As a business which enables access to the Internet or related services, we understand explicitly the importance of the privacy of our customers when online and interacting with our services.

The purpose of this Privacy Policy is to ensure that our customers understand how their personal information is collected, stored and disposed of in terms of applicable law.

What is Personal Information?

According to the Protection of Personal Information Act of 2013, "personal information" includes, but is not limited to:

- Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, color, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person.
- Information relating to the education or the medical, financial, criminal, or employment history of the person.
- Any identifying number, symbol, email address, physical address, telephone number, location information, online identifier, or other particular assignment to the person.
- Biometric information of the person.
- Personal opinions, views, or preferences of the person.
- Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature, or further correspondence that would reveal the contents of the original correspondence.
- The views or opinions of another individual about the person.
- The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

Collection and Use of Personal Information

We collect personal information from our customers in a lawful and fair manner, and only for purposes that are explicitly specified, legitimate, and necessary for the functioning of our services. Personal information is used primarily to provide and improve our services, communicate with customers, and comply with legal obligations.

Disclosure of Personal Information

We do not disclose personal information to third parties unless required by law or with explicit consent from the customer. When personal information is shared with third parties, we ensure that appropriate measures are taken to protect the confidentiality and security of the information.

Security of Personal Information

We take reasonable measures to safeguard the personal information of our customers against unauthorized access, use, disclosure, alteration, or destruction. This includes implementing appropriate technical and organizational measures to protect data integrity and confidentiality.

Retention of Personal Information

We retain personal information for the period necessary to fulfill the purposes outlined in this privacy policy, unless a longer retention period is required or permitted by law. When personal information is no longer needed, we securely dispose of it in accordance with applicable laws and regulations.

Your Rights

Customers have the right to access, correct, or delete their personal information held by us. If you would like to exercise any of these rights or have any questions or concerns about our privacy practices, please contact us at accounts@urbanwave.co.za

Changes to this Privacy Policy

We reserve the right to update or modify this privacy policy at any time. Any changes will be effective immediately upon posting on our website. We encourage customers to review this privacy policy periodically for any updates or changes.

Consent

By using our services, you consent to the collection, use, and disclosure of your personal information as described in this privacy policy.

Contact Us

If you have any questions, comments, or concerns about this privacy policy or our privacy practices, please contact us at accounts@urbanwave.co.za