

Privacy Policy

Van Acht Wooden Windows cc – Privacy Policy

Effective Date: 2 September 2025

Version: [1.0]

1. Who We Are

Van Acht Wooden Windows cc ("we", "us", "our") is committed to protecting your privacy and ensuring that your personal information is collected and used properly, lawfully, and transparently, in accordance with the Protection of Personal Information Act, 2013 ("POPIA").

This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website www.vanacht.co.za, use our services, or interact with us.

2. What Information We Collect

We may collect the following types of personal information:

- **Identity Information:** Name, surname, ID number, date of birth.
- **Contact Information:** Email address, telephone number, physical and postal address.
- **Account Information:** Username, password, preferences.
- **Payment Information:** Billing address, payment method details.
- **Technical Information:** IP address, browser type, device information, operating system, browsing actions, and patterns.
- **Usage Information:** Details of your visits to our website, including traffic data, location data, and other communication data.

3. How We Collect Your Data

- Directly from you (e.g. via forms, newsletter sign-ups).
- Automatically through our website.
- From third-party sources with your consent.

4. Why We Collect It

We use your personal information for the following purposes:

- To provide and manage our services to you.
- To process your transactions and manage your account.
- To communicate with you regarding your account or transactions.
- To send you marketing communications, where you have consented.
- To improve our website, services, and customer experience.
- To comply with legal and regulatory obligations.

5. Sharing Your Information

5.1 We may share your personal information with:

- **Service Providers:** Who assist us in providing our services, such as payment processors, IT service providers, and customer support.
- **Legal and Regulatory Authorities:** When required to comply with legal obligations or to protect our rights.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your personal information may be transferred to the new entity.

5.2 We ensure that all third parties with whom we share your personal information are bound by confidentiality and data protection obligations.

6. Data Security

6.1 We implement appropriate technical and organisational measures to protect your personal information against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, or access.

6.2 However, please note that no method of transmission over the internet or method of electronic storage is completely secure.

7. Your Rights

You may:

- Request access, correction or deletion of your data.
- Object to processing or withdraw consent.
- Lodge a complaint with the Information Regulator.

8. Cookies

We use cookies to enhance your experience. You may disable them via your browser settings.

9. Security

We implement reasonable security measures to protect your personal information.

10. How Long We Keep It

We retain your personal information only for as long as necessary to fulfil the purposes for which it was collected, or as required by law.

11. Links to Other Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these websites, and we encourage you to read their privacy policies.

12. Contact

Deputy Information Officer:

Email: thomast@vanacht.co.za

Tel: (011) 708-2488

Address: 148 Industrial road Kya sand Randburg Johannesburg

Information Regulator:

Email: POPIAComplaints@infoeregulator.org.za

Tel: 010 023 5200

Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg

13. Changes to this Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.