

Website Privacy and Cookie Policy

TECBOT (PTY) LTD

(Registration number 2017/154167/07)

PRIVACY AND COOKIE POLICY

This policy explains how Tecbot (Pty) Ltd (registration number 2017/154167/07) (**Tecbot, we, us**) collects, uses and protects personal information when you visit www.tecbot.co.za (**Website**), contact us, or use our build, digital marketing, and support, maintenance and hosting services (**Services**). It should be read with our Website Terms of Use and, for clients, the Master Services Agreement. We process personal information in accordance with the Protection of Personal Information Act 4 of 2013 (**POPIA**).

Last updated: 20 October 2026

1. Who we are

Tecbot is a South African technology and digital marketing company. For the purposes of this policy we are the responsible party. Our Information Officer is George Georgiades, who can be contacted at admin@tecbot.co.za.

Where we build, host, maintain or run marketing for a client, we may process the personal information of that client's own customers or users. In that case the client is the responsible party and its privacy policy applies. We process that information only on the client's instructions. The client is responsible for having a lawful basis for the information its sites and campaigns collect, including any health or other special personal information, and for confirming that its contact lists and audiences were collected with the necessary consent.

2. Information we collect

2.1 We collect personal information when you:

- (a) complete a contact, quote or enquiry form, or subscribe to our newsletter;*
- (b) become a client, sign an agreement or order form, or are a contact person for a client;*
- (c) communicate with us by email, telephone, messaging service or social media;*
- (d) apply for a position or engagement with us; or*
- (e) browse the Website, which automatically generates technical information.*

2.2 Depending on the interaction, this may include your name, job title, company name, email address, telephone number, physical and billing address, VAT and company registration details, correspondence, and service and payment records.

2.3 When you browse the Website we may automatically receive technical information (**Log Data**) such as your IP address, browser type and version, device information, referring domain, pages visited, time

spent, search terms and advertisements clicked. We do not use Log Data to identify you personally unless required by law, or to investigate suspected misuse of the Website or a breach of our terms.

2.4 Providing personal information is voluntary, but if you do not provide what we reasonably need, we may be unable to respond to your enquiry or provide the Services.

3. How we use your information

We use personal information to:

- respond to enquiries and prepare quotes and proposals;
- conclude and perform agreements with clients and suppliers, including invoicing and collection;
- provide, support and improve the Services and manage our relationship with you;
- operate, secure, test and improve the Website and our systems (using anonymised data where possible);
- send you information about our services, events and insights, where you have agreed to receive it or are an existing client;
- carry out statistical analysis and benchmarking on an aggregated, de-identified basis;
- assess applications for employment or engagement;
- detect, prevent and investigate fraud, security incidents and unlawful activity, and protect our legal rights; and
- comply with our legal and regulatory obligations.

4. Lawful basis and consent

4.1 We process personal information where you consent, where it is necessary to conclude or perform a contract with you, where the law requires it, or where it is necessary for our or a third party's legitimate interests, as section 11 of POPIA permits.

4.2 We send electronic direct marketing only to persons who have opted in, or to existing clients about similar services, and every message includes an easy way to opt out.

4.3 You may withdraw consent or object to processing at any time by contacting us at the details in clause 11. Withdrawal does not affect processing that took place before it, and it may mean we cannot continue to provide some Services.

5. Sharing your information

5.1 We share personal information only where necessary and lawful, with:

(a) service providers who support our business, such as hosting and cloud providers, email and productivity platforms, customer relationship management tools, payment service providers, accountants and professional advisers;

(b) advertising and social media platforms (such as Meta, LinkedIn, Google and X), where we use their tools to serve relevant content or measure campaigns; and

(c) regulators, law enforcement or courts where the law requires it, or to protect our rights.

5.2 Our service providers process personal information only on our instructions and under written agreements that require appropriate security measures. Third-party platforms process information under their own privacy policies, which we recommend you read. You can manage advertising preferences in each platform's settings.

5.3 We do not sell personal information.

6. Cross-border transfers

Some of our service providers store or process information outside South Africa, mainly in the United Kingdom, the Netherlands and the United States. We transfer personal information across borders only where section 72 of POPIA permits: where the recipient is subject to a law or a binding agreement that provides adequate protection (the UK and the Netherlands have data protection laws substantially similar to POPIA, and our US providers are bound by data processing terms), or where the transfer is necessary to perform a contract with you.

7. Security

7.1 We take reasonable technical and organisational measures to protect personal information against loss, damage, unauthorised destruction and unlawful access.

7.2 No transmission over the internet or electronic storage is completely secure. Where we are the responsible party and become aware of a security compromise affecting your personal information, we will notify you and the Information Regulator as POPIA requires. Where we process information for a client, the client is responsible for notifying you, and we will assist it.

8. Retention

We keep personal information only for as long as needed for the purpose for which it was collected, unless the law, a contract or our legitimate business needs require longer retention. We then delete, destroy or de-identify it. Backup copies are kept for up to 3 months and then deleted.

9. Cookies

9.1 Cookies are small text files placed on your device when you visit the Website. We use the following types:

*(a) **Strictly necessary cookies**, which the Website needs to function and which cannot be switched off;*

*(b) **Session cookies**, which are temporary and deleted when you close your browser;*

*(c) **Performance and analytics cookies**, which tell us how visitors use the Website so that we can improve it. We use this information in aggregated form;*

*(d) **Functionality cookies**, which remember your choices, such as language or region; and*

(e)Targeting and advertising cookies, usually placed by advertising networks with our permission, which help show adverts relevant to you and measure campaign effectiveness.

9.2 We also use web beacons and tracking pixels to measure visits from our advertisements and emails. These work together with cookies, so you can limit them by restricting cookies in your browser.

9.3 You can manage or block cookies through your browser settings or our cookie banner. Blocking some cookies may affect how the Website works.

10. Your rights

Subject to POPIA, you may:

- ask whether we hold personal information about you and request access to it;
- ask us to correct, update or delete information that is inaccurate, out of date, excessive or unlawfully obtained;
- object to processing on reasonable grounds, and object at any time to direct marketing;
- withdraw consent where we rely on it; and
- lodge a complaint with the Information Regulator.

Our Subject Access Request Policy and PAIA Manual, available on request and on the Website, explain how to exercise these rights.

11. Contact us

Information Officer: George Georgiades

Email: admin@tecbot.co.za

Telephone: +27 87 701 4004

Address: 71A 10th Avenue, Edenvale, Johannesburg, Gauteng, South Africa

If you are not satisfied with our response, you may contact the Information Regulator:

The Information Regulator (South Africa)

Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

Tel: 010 023 5200 | Toll-free: 0800 017 160

Complaints: POPIAComplaints@inforegulator.org.za

Website: <https://inforegulator.org.za>

12. Changes to this policy

The version on this page, with its last-updated date, applies.