# **Privacy Policy**

Last Updated: October 2025

CloudGrowth Africa ("we," "our," or "us") respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website cloudgrowthafrica.com or use our services.

By accessing or using our website, you agree to the practices described in this Privacy Policy. If you do not agree, please discontinue use of our site.

### 1. Information We Collect

- Personal Information: Your name, email address, phone number, company name, and any details you provide through forms (e.g., contact forms, service enquiries, or newsletter sign-ups).
- Business Information: Information about your organisation, such as industry, size, or technology needs, where voluntarily provided.
- Usage Data: Data such as your IP address, browser type, device information, and pages visited on our site.
- Cookies and Tracking Technologies: We use cookies, pixels, and analytics tools to improve your browsing experience and understand how visitors use our website.

#### 2. How We Use Your Information

- Provide, operate, and maintain our website and services.
- Respond to your enquiries and provide customer support.
- Send updates, newsletters, or marketing communications (only if you have opted in).
- Improve and personalise your website experience.
- Analyse site traffic and performance using tools such as Microsoft Clarity and Google Analytics.
- Ensure compliance with legal and regulatory requirements.

## 3. Sharing of Information

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

- Trusted Service Providers: Such as hosting providers, analytics services, or payment processors, to help us operate efficiently.
- Legal and Regulatory Authorities: If required to comply with the law or to protect our rights, property, or safety.

# 4. Cookies and Analytics

Our website uses cookies to:

- Remember your preferences and improve site functionality.
- Measure and analyse site performance.

- Support security features and fraud prevention.
- You can manage cookies in your browser settings. Please note that disabling cookies may affect certain features of our site.

## 5. Data Security

We use appropriate technical, administrative, and organisational safeguards to protect your data, including secure hosting and encryption protocols. However, no method of online transmission or storage is fully secure, and we cannot guarantee absolute protection.

## 6. Your Rights

Depending on your location, you may have the right to:

- Request access to the personal information we hold about you.
- Request corrections or updates to your information.
- Request deletion of your data ("right to be forgotten").
- Opt out of receiving marketing communications.

To exercise your rights, please contact us at privacy@cloudgrowthafrica.com.

# 7. Third-Party Links

Our website may contain links to third-party sites (e.g., partners, Microsoft solutions, industry resources). We are not responsible for the privacy practices of those sites.

## 9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, services, or legal requirements. The updated version will be posted on this page with a new "Last Updated" date.

#### 9. Contact Us

If you have any questions about this Privacy Policy, please contact us:

CloudGrowth Africa

Email: privacy@cloudgrowthafrica.com

Website: cloudgrowthafrica.com