

This Privacy Policy explains how Smet Jet Africa PTY LTD (“we”, “us”, “our”, or “the Company”) collects, uses, stores, and protects the personal information of visitors to our website and of individuals who submit enquiries, quote requests, or other information to us. It is written to comply with the Protection of Personal Information Act 4 of 2013 (POPIA).

By submitting personal information to us through our website, you acknowledge that you have read and understood this policy.

1. Who We Are

We are the “responsible party” under POPIA for the personal information described in this policy.

Legal name	Smet Jet Africa PTY LTD
Trading name (if different)	Smet Jet Africa PTY LTD
Registration number	2014/080147/07
Physical address	11 Reading Road Evander Mpumalanga 2280
General contact email	info@smetjetafrica.co.za
General contact phone	017 632 1179

2. What Personal Information We Collect

As an industrial cleaning company, we mainly collect personal information when a visitor submits an enquiry or quote request through our website. Depending on which forms are live on the site, this may include:

- Full name and, where relevant, job title
- Company or organisation name
- Email address
- Telephone number

- Site or premises address (for site visits, quotes, or scheduling of cleaning services)
- Details of the enquiry, such as the type of premises, size of the area, and cleaning services required
- Any other information you choose to include in a free-text enquiry or message field

We do not intentionally collect special personal information (such as health information, biometric information, or criminal history) through our website forms. If this changes, this policy will be updated accordingly.

3. How We Collect It

- Directly from you, when you complete a contact, enquiry, or quote request form on our website
- Directly from you, when you email, call, or WhatsApp us following a website enquiry
- Automatically, through standard web server logs (such as IP address and browser type) generated when you visit our website

4. Why We Process It

We process your personal information only for the purpose it was collected for, which is generally to:

- Respond to your enquiry and provide a quote for industrial cleaning services
- Communicate with you about the services you have requested
- Schedule site visits, assessments, and the delivery of contracted cleaning services
- Maintain records of our business relationship with you, including for invoicing and accounting purposes
- Comply with our legal, tax, and regulatory obligations

We do not use the personal information collected through our website forms for any purpose other than the one it was collected for, unless you have separately consented to that further use (for example, opting in to marketing communications).

5. Who We Share It With

We may share your personal information with trusted third parties who process it on our behalf ("operators" under POPIA). Using an operator does not remove your information from the protection of POPIA, we remain accountable for it. Depending on which tools we actually use, our operators may include:

Operator / service provider	What it is used for
[WEBSITE HOSTING PROVIDER]	Hosts our website and stores form submissions
[EMAIL PROVIDER, E.G. GOOGLE WORKSPACE / MICROSOFT 365]	Receives enquiry notifications sent from the website form
[CRM / ENQUIRY TRACKING TOOL, IF ANY]	Logs and manages enquiries and client records
[ACCOUNTING / INVOICING SOFTWARE, IF ANY]	Manages invoicing and payment records for clients
[OTHER TOOLS, E.G. WHATSAPP BUSINESS, SCHEDULING SOFTWARE]	[PURPOSE]

We may also disclose personal information where required by law, to comply with a legal process, or to protect our rights or the safety of others. We do not sell personal information to third parties.

6. Cross-Border Transfers

Some of the operators referred to above may store or process personal information on servers located outside South Africa. Where this is the case, we take reasonable steps to ensure that the recipient is subject to a law, binding corporate rules, or contractual terms that provide a level of protection substantially similar to POPIA, or that another basis recognised under section 72 of POPIA applies (for example, your consent, or the transfer being necessary to perform a contract with you).

7. How Long We Keep It

We keep personal information for as long as necessary to fulfil the purpose it was collected for, or as required by applicable law, whichever is longer. As a general guide:

- Enquiry and quote request records that do not result in a signed contract are generally retained for 12 months before being deleted or anonymised
- Records relating to a client relationship, including invoicing records, are retained for the duration of the relationship and thereafter for as long as required by tax and other applicable legislation

8. How We Protect It

We take appropriate technical and organisational measures to protect personal information against loss, damage, unauthorised access, alteration, or disclosure. These measures include restricting access to personal information to staff who need it to do their jobs, using reputable, password-protected third-party platforms to store and manage enquiry data, and requiring our operators to apply appropriate security measures of their own. No method of transmission or storage is completely secure, and we cannot guarantee absolute security, but we work to keep your information appropriately protected at all times.

9. Your Rights As A Data Subject

Under POPIA, you have the right to:

- Be notified that your personal information is being collected
- Access the personal information we hold about you
- Request that we correct, delete, or destroy personal information that is inaccurate, irrelevant, excessive, out of date, or unlawfully obtained
- Object to the processing of your personal information, including for direct marketing purposes
- Not be subject to a decision based solely on automated processing that significantly affects you
- Submit a complaint to the Information Regulator regarding the processing of your personal information
- Institute civil proceedings for damages arising from a breach of POPIA

To exercise any of these rights, contact us using the details in Section 12 below.

10. Cookies

Our website may use cookies and similar technologies, such as analytics tools, to understand how visitors use the site and to improve its performance. Strictly necessary cookies that are required for the website to function do not require your consent. Any non-essential cookies, such as analytics or marketing cookies, will only be used with your consent, obtained through a cookie banner or similar mechanism where applicable.

11. Children's Information

Our website and services are directed at businesses and adults, and we do not knowingly collect personal information from children. If we become aware that we have inadvertently collected personal information from a child without the necessary consent, we will take reasonable steps to delete it.

12. How To Contact Us / Lodge A Complaint

Our Information Officer

Name	Marc de Lange
Email	marcdl@smetjetafrica.co.za
Phone	082 302 6826

The Information Regulator (South Africa)

If you are not satisfied with our response, you may lodge a complaint with the Information Regulator:

Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
General enquiries	enquiries@inforegulator.org.za
Telephone	010 023 5200
POPIA complaints	POPIAComplaints@inforegulator.org.za
Website	inforegulator.org.za



13. Changes To This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or in applicable law. The updated version will be published on our website with a revised effective date. We encourage you to review this policy periodically.

This policy was last updated on 28/08/2026

