

# **Privacy Policy**

## **What information do we collect?**

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); comments, feedback, recommendations, and personal profile.

## **How do you collect information?**

When you communicate with us on our website, as part of the process, we collect personal information you give us such as your name, physical address and email address. Your personal information will be used for the specific reasons stated above only.

## **Why do you collect such personal information?**

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate the services;
2. To provide our Users with ongoing customer assistance and technical support;
3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations.

## **How do you store, use, share and disclose your site visitors' personal information?**

Our company is hosted on the [Xneelo](#) platform. Your data may be stored through xneelo data storage, databases and the general Xneelo applications. They store your data on secure servers behind a firewall.

## **How do you communicate with your site visitors?**

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone and text messages.

## **How do you use cookies and other tracking tools?**

We use cookies for important reasons, such as:

- To provide a great experience for our visitors and customers.
- To identify our registered members (users who registered to the site).
- To monitor and analyze the performance, operation and effectiveness of Xneelo's platform.
- To ensure our platform is secure and safe to use.

### **Useful links**

The following links explain how to access cookie settings in various browsers:

- Cookie settings in Firefox  
<https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences?redirect=no>
- Cookie settings in Internet Explorer  
<https://support.microsoft.com/en-us/windows/delete-and-manage-cookies-168dab11-0753-043d-7c16-ed5947fc64d>
- Cookie settings in Google Chrome  
<https://support.google.com/chrome/answer/95647>
- Cookie settings in Safari (OS X)  
<https://support.apple.com/en-za/guide/safari/sfri11471/mac>
- Cookie settings in Safari (iOS)  
<https://support.apple.com/en-us/HT201265>
- Cookie settings in Android  
<https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid&hl=en&oco=0>

To opt out of being tracked by Google Analytics across all websites, visit this link: <http://tools.google.com/dlpage/gaoptout>.

## **How can your site visitors withdraw their consent?**

If you don't want us to process your data anymore, please contact us at [sales@solidceilings.co.za](mailto:sales@solidceilings.co.za)

## **Privacy policy updates**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

## **Questions and your contact information**

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at [sales@solidceilings.co.za](mailto:sales@solidceilings.co.za)