



# PROUD COUNT

*The right way of accounting*

150 Rivonia, Sandton  
Johannesburg  
Gauteng  
2196

## OUR POLICY

Proud Count is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website [www.proudcount.co.za](http://www.proudcount.co.za) or use our services.

### 1. Information We Collect

- 1.1 Personal Information: Includes name, email address, phone number, mailing address, and financial details provided during inquiries or services.
- 1.2 Non-Personal Information: Includes browser type, operating system, and browsing behaviour collected via cookies.

### 2. How We Use Your Information

- 2.1 Respond to inquiries and deliver services.
- 2.2 Process payments and manage billing.
- 2.3 Improve website functionality.
- 2.4 Share with service providers (e.g., payment processors) or to comply with legal obligations.

### 3. Cookies And Data Security

- 3.1 Cookies enhance your experience and analyze traffic. Preferences can be managed via browser settings.
- 3.2 We implement safeguards to protect your data but cannot guarantee absolute security.

### 4. Responsible Party

- 4.1 Proud Count will be the party who will be collecting and processing personal information. Proud Count's contact details are as follows:  
Email: [info@proudcount.co.za](mailto:info@proudcount.co.za)  
Contact number: **011 157 0640**



## 5. Terms of Service

5.1 By using our website, you agree to these terms. If you do not agree, please do not use the site.

### 5.1.1 Use of services and Intellectual Property:

- Use our services for lawful purposes only.
- All content on this website is owned by Proud Count

## 6. Limitation of Liability

6.1 We are not liable for any damages resulting from the use of this website.

6.2 It is the User's obligation to periodically check the provisions of this Privacy Policy for any such changes, updates, additions, removals, or amendments.

6.3 The User's continued use of this website following any changes, updates, additions, removals, or amendments to this Privacy Policy will be considered Policy of the User's acceptance to abide by and be bound by this Privacy

## 7. Refund and Complaints Policy

7.1 Refunds are issued for overpayments or unsatisfactory services, evaluated on a case-by-case basis.

7.2 Submit refund requests to [finance@proudcount.co.za](mailto:finance@proudcount.co.za). Refunds are processed within 7-14 business days

7.3 Submit complaints via email: [info@proudcount.co.za](mailto:info@proudcount.co.za). We aim to address issues within 2 business days.

## 8. Confidentiality

8.1 We protect client information and will not disclose it unless required by law

8.2 Proud Count may, while providing any content or services on this website, or for the purposes of concluding or performing any other services or transaction with a User, share certain personal information with third party operators who perform certain processing activities on behalf of Proud Count.

