

# Privacy Policy

**Effective Date:** 29/05/2025

Citadene Technologies ("we", "our", or "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your data when you visit our website <https://citadene.co.za> or use our services.

## 1. Information We Collect

We may collect the following types of personal information when you interact with our website or fill out forms:

- **Personal Identifiers:** Name, email address, phone number, company name.
- **Device and Usage Data:** IP address, browser type, operating system, pages visited, and other analytics data.
- **Cookies and Tracking Technologies:** To improve your experience and analyse site traffic.

## 2. How We Use Your Information

We use your information to:

- Provide and manage your requested services and quotations.
- Communicate with you regarding your inquiries and requests.
- Improve our website, services, and customer experience.
- Comply with legal obligations.
- Send you marketing communications, only if you have opted in.

## 3. Cookies and Tracking Technologies

Our website uses cookies to:

- Remember your preferences.
- Analyze site usage and performance.
- Deliver personalized content and ads.

You can manage your cookie preferences through your browser settings. Disabling cookies may affect website functionality.

## 4. Sharing Your Information

We do **not** sell, rent, or trade your personal information to third parties. We may share information with:

- Trusted service providers who assist us in operating our website and providing services, under strict confidentiality agreements.
- Law enforcement or regulatory agencies, when required by law.

## 5. Data Security

We implement appropriate technical and organizational measures to protect your data from unauthorized access, alteration, disclosure, or destruction.

## **6. Data Retention**

We will retain your personal information only as long as necessary to fulfil the purposes outlined in this Privacy Policy, comply with legal obligations, resolve disputes, and enforce our agreements.

## **7. Your Rights**

Under South African law (POPIA - Protection of Personal Information Act), you have the right to:

- Access your personal data.
- Request correction or deletion of inaccurate or outdated data.
- Object to or restrict processing.
- Withdraw consent where processing is based on consent.
- Lodge a complaint with the Information Regulator if you believe your rights have been violated.

To exercise your rights, please contact us at **[privacy@citadene.co.za](mailto:privacy@citadene.co.za)**.

## **8. Links to Other Websites**

Our website may contain links to third-party sites. We are not responsible for their privacy practices and encourage you to read their privacy policies.

## **9. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. We will notify you of significant changes by posting the new policy on this page with an updated effective date.

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## **Contact Us**

If you have questions about this Privacy Policy or your data, please contact us at:

Citadene Technologies

Email: [support@citadene.co.za](mailto:support@citadene.co.za)

Website: <https://citadene.co.za>