

At **We Fix Roofs**, we are committed to protecting your privacy. This Privacy Policy explains how **We Fix Roofs** ("we", "us", or "our") collects, processes, and safeguards your personal information when you interact with our website and services in the Garden Route, South Africa. By using our website and services, you acknowledge and consent to the data practices described in this policy.

## 1. POPIA Compliance

**We Fix Roofs** complies with the Protection of Personal Information Act (POPIA), 2013 to ensure that your personal data is collected, stored, and processed lawfully and securely. Under POPIA, you have the right to:

- **Know what personal information we collect and why we collect it.**
- **Access, update, or request deletion of your personal data.**
- **Object to the processing of your personal information.**
- **Withdraw consent at any time.**
- **Request that we do not share your data with third parties unless necessary for service execution.**

By using our lead-generating services on [www.wefixroofs.co.za](http://www.wefixroofs.co.za), you consent to the collection, processing, and use of your personal data in accordance with this Privacy Policy and POPIA requirements. If you have any concerns regarding the use of your data, you may contact us to exercise your rights under POPIA."

## 2. Information We Collect

When you engage with our website or lead generating services, we may collect certain personally identifiable information ("Personal Information"), including but not limited to:

- Name
- Email address
- Contact number
- Location details (if provided voluntarily)
- Any additional details you choose to share when making inquiries

Additionally, we collect non-personal data to analyze and improve our lead-generating services. This helps us optimize user experience, track engagement trends, and enhance service performance. The data collected includes:

- Browser type and version
- IP address
- Pages visited on our website
- Date and time of website access
- Time spent on specific pages

### 3. How We Use Your Information

We collect and use your information to:

- Provide and improve our roofing services
- Respond to inquiries and provide quotes
- Communicate updates or promotional offers (if opted in)
- Analyze website performance and improve user experience
- Ensure security and fraud prevention measures

Your information may be disclosed to a third-party service provider for the purpose of contacting you regarding estimates, communication, and the execution of roofing services as agreed upon between the client and the third party. By using our Service, you acknowledge and consent to this disclosure as necessary for the fulfillment of requested services.

### 3. Cookies & Tracking Technologies

Our website uses cookies to enhance user experience, track site performance, and gather analytics. You can disable cookies via your browser settings, but this may limit some functionalities of the website.

### 4. Third-Party Service Providers

We may engage third-party companies to assist with website hosting, analytics, or marketing. These providers may have access to Personal Information strictly for the purpose of performing their designated tasks on our behalf.

Additionally, **We Fix Roofs** acts as an intermediary between the client and third-party service providers for the purpose of executing roofing services. By engaging with our services, you acknowledge and consent that your Personal Information may be shared with these third-party service providers to facilitate communication, service execution, and completion of the roofing project. **We Fix Roofs** is not responsible for the actions or policies of these third parties but ensures that they are reputable and comply with relevant data protection regulations.

### 5. Data Security

We take reasonable security measures to protect your data. However, no method of transmission over the internet is 100% secure, and we cannot guarantee absolute security.

### 6. External Links

Our website may contain links to third-party websites and social media platforms like Meta Facebook & Instagram.

We are not responsible for the privacy policies or content on these external sites. Please review their policies before sharing any information.

## 7. Children's Privacy

Our Service is not intended for individuals under the age of 18. We do not knowingly collect personal information from minors. If we discover such data has been provided, we will delete it immediately.

## 8. Changes to This Privacy Policy

We reserve the right to update this Privacy Policy at any time. Changes will be posted on this page with an updated "Update Version" date. Please review periodically for updates.

## 9. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, feel free to contact us:

**Email:** [bramdevolutionz@gmail.com](mailto:bramdevolutionz@gmail.com) **Phone:** 079 219 8748 **Website:** [www.wefixroofs.co.za](http://www.wefixroofs.co.za)

By using our Service, you agree to the collection and use of information as described in this Privacy Policy.