
Dalkom Privacy Policy

Last Updated: October 30, 2024

1. Introduction

Dalkom (Pty) Ltd ("Dalkom," "we," "us," or "our") respects your privacy and is committed to protecting your personal information in accordance with the Protection of Personal Information Act (POPIA) of South Africa. This Privacy Policy explains how we collect, use, and safeguard your data when you use our services or visit <https://dalkom.co.za>.

2. Information We Collect

We may collect:

- Personal Information: Name, email, phone number, address, and payment details when you sign up for services (e.g., Internet, Voice, Website, Biz Combo).
- Usage Data: IP address, browsing history on our site, and service usage metrics (e.g., bandwidth consumption).
- Cookies: We use cookies to enhance your experience and track site usage (see Section 6).

3. How We Use Your Information

- To provide and manage services (e.g., internet connectivity, voice calls, hosting).
- To process payments and communicate with you (e.g., billing notices, support).
- To improve our services and website functionality.
- To comply with legal obligations.

4. Sharing Your Information

We do not sell your personal data. We may share it with:

- Service Providers: Third parties (e.g., payment processors, network providers) who assist in delivering our services, bound by confidentiality agreements.
- Legal Authorities: If required by law or to protect our rights.

5. Data Security

We use reasonable measures (e.g., encryption, secure servers) to protect your data from unauthorized access or loss. However, no system is 100% secure, and we cannot guarantee absolute security.

6. Cookies and Tracking

- We use cookies for analytics (e.g., Google Analytics) and functionality.

- You can disable cookies in your browser, but this may affect site performance.

7. Your Rights (Under POPIA)

- Access: Request a copy of your personal data.
- Correction: Ask us to update inaccurate data.
- Deletion: Request removal of your data, subject to legal retention requirements.
- Objection: Opt out of marketing communications.

To exercise these rights, contact us at support@dalkom.co.za.

8. Data Retention

We retain your data only as long as necessary for service delivery, legal compliance, or as required by contract (e.g., billing records for 5 years per South African tax law).

9. Third-Party Links

Our site may link to external sites (e.g., Facebook, LinkedIn). We are not responsible for their privacy practices.

10. Changes to This Policy

We may update this Privacy Policy. Changes will be posted on <https://dalkom.co.za>, and significant updates will be communicated via email.

Contact Us

For privacy inquiries, contact:

- Email: support@dalkom.co.za

- Phone: +27 65 555 6855

- Address: Dalkom (Pty) Ltd, [Your Physical Address], South Africa
