Privacy Policy

Dueltron System Integration (Pty) Ltd

(Registration Number: 2020/611205/07)

Dueltron (Pty) Ltd ("Dueltron", "we", "us", or "our") is committed to protecting your privacy and ensuring that your personal information is collected and used properly, lawfully, and transparently. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website or use our services.

1. Information We Collect

We may collect and process the following types of personal information:

- Personal Identifiers: Name, surname, company name
- Contact Information: Email address, phone number, physical or postal address
- Account Information: Login credentials where applicable
- Technical Information: IP address, browser type, operating system, referring URLs
- Usage Data: Pages visited, time spent on the website, interactions
- Communication Data: Information you provide when contacting us via forms, email, or other channels

We only collect personal information that is necessary for the purposes outlined in this policy.

2. How We Collect Information

Personal information may be collected in the following ways:

- When you voluntarily provide it via website forms
- When you contact us by email, phone, or other communication channels
- Automatically through cookies and similar tracking technologies
- Through lawful third-party sources where permitted

3. Purpose of Collection

We collect and use personal information to:

- Provide and improve our products and services
- Respond to enquiries and customer support requests
- Communicate important information and updates
- Process transactions and contractual obligations
- Improve website functionality and user experience
- Comply with legal and regulatory obligations
- Protect our legitimate business interests

4. Legal Basis for Processing

We process personal information in accordance with applicable laws, including the **Protection of Personal Information Act (POPIA)**. Processing is based on:

- Your consent
- Performance of a contract
- Compliance with legal obligations
- Legitimate business interests

5. Disclosure of Information

We may share your personal information with:

- Employees and authorised representatives of Dueltron
- Third-party service providers (e.g. hosting, analytics, IT support)
- Professional advisers such as auditors or legal consultants
- Regulatory authorities where required by law

All third parties are required to protect your personal information and use it only for authorised purposes.

6. Cookies and Tracking Technologies

Our website may use cookies and similar technologies to enhance functionality and analyse website traffic. You can control or disable cookies through your browser settings; however, this may affect website performance.

7. Data Security

We take reasonable technical and organisational measures to protect personal information against loss, unauthorised access, disclosure, alteration, or destruction.

8. Data Retention

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected or as required by law.

9. Your Rights

Subject to applicable law, you have the right to:

- Access your personal information
- Request correction or deletion of your information
- Object to or restrict processing
- Withdraw consent at any time (where processing is based on consent)
- Lodge a complaint with the Information Regulator of South Africa

10. International Data Transfers

If personal information is transferred outside South Africa, we ensure that adequate safeguards are in place in accordance with applicable data protection laws.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.

12. Contact Details

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Dueltron System Integration (Pty) Ltd
Email: info@dueltron.co.za
Phone: +27 (0)10 140 2942
Address: Unit 2, 40 Fransen Street, Chamdor, Krugersdorp, 1754