

Privacy policy

Privacy of the users of the Duoclosures.co.za website

Duo Closures CC recognises the importance of protecting the privacy of the users of our website.

When you use www.duoclosures.co.za we collect certain information or data about you. This includes:

- queries you send to us which include your email address
- information on how you use the site
- your IP address (defined below), and details of which version of web browser you used

This information helps us to:

- improve the Website by monitoring how you use it
- respond to any feedback you send us, if you have asked us to
- deliver the services you have requested.

We can only personally identify you using your data where you have contacted us directly by sending an email to Duo Closures .

We will not collect any personal information about you, except where it is specifically and knowingly provided by you when you email us requesting information.

Keeping your data secure

Transmitting information over the internet is generally not completely secure, and we cannot guarantee the security of your data and any data you transmit is at your own risk.

We will not share your information with any other organisations for marketing, market research or commercial purposes and we do not pass on your details to other websites.

However, we reserve the right to use non-personal information for business, research and marketing purposes. Where we do this the information does not identify the person who provided it or contain any contact information relating to that person.

Contacting you by email

Duo Closures processes personal data for the purposes of providing the service that you have requested.

Disclosing your information

We may pass on your personal information if we have a legal obligation to do so, or if we have to enforce or apply our Terms and Conditions and other agreements. This includes exchanging information with other government departments for legal reasons.

Information collected by this Website

Information that is routinely collected by this Website falls into the two categories of email us/request forms and Website log files:

• Email us

This Website provides an email button to allow Users to contact Duo Closures. The information collected will be stored and used for the purpose of fulfilling the Duo Closures service.

Information collected from these sources is not stored on this Website, but is instead sent to a separate service desk system that is accessible only by authorised Duo Closures staff. These email us/request forms are not intended for the transmission of confidential or security-related material and should not be used for such purposes.

• Website log files

All Websites produce log files that record the activity on that site. Log files record which pages on the site have been accessed and how many times. From this information it is possible to produce statistics such as how busy this Website is, which pages are the most popular and whether there are any broken links.

Log files typically record the IP address and/or hostname of all users accessing this Website. This allows us to distinguish between different users and therefore estimate the number of unique visitors to this Website. IP addresses and hostnames are not linked to any individual's personally identifiable information.

Specific IP addresses and hostnames will only be used by Website log file software to compile overall summary statistical reports on the performance of this Website

Website log files are stored securely on this Website using industry best practice methods for safeguarding information and server functions.

Additional information

Cookies

Depending on your browser's security settings Duo Closures puts small files (known as 'cookies') onto your computer to collect information about how you browse the Website. Cookies cannot harm your computer in any way.

There are two types of cookies:

- Session Cookies - these are temporary cookie files, which are erased when you close your browser. When you restart your browser and go back to the site that created the cookie, this Website will not recognise you.
- Persistent Cookies - these remain on your computer for a period of time to allow a Website to recognise you when you return and present you with the appropriate customised page.

Cookies are not used to identify you personally.

Duo Closures Cookies are used to:

- measure how you use the Website so it can be updated and improved based on your needs.
- remember notifications you have seen so that we do not show them to you again.

How Cookies are used on Duoclosures.co.za

Measuring Duo Closures Website usage (Google Analytics)

We use Google Analytics software to collect information about how you use Duoclosures.co.za. We do this to make sure the website is meeting the needs of its users and to help us make improvements.

Google Analytics stores information about:

- what pages you visit on Duoclosures.co.za
- how long you spend on each Duoclosures.co.za page
- how you got to the Website
- what you click on whilst you are visiting the Website

We do not collect or store your personal information so this information cannot be to identify who you are and we do not allow Google to use or share our analytics data.

Further details can be found at [cookies set by Google Analytics](#).

IP addresses and hostnames

An IP address is the numeric address of a computer. The IP address recorded on Website log files is the address provided by your internet service provider's equipment and not your own personal computer's address.

Hostnames are similar in appearance to the domain names you see in URLs and email addresses. The hostnames recorded on Website log files are those of the internet service provider's equipment that you are using to access the internet, and not your own computer's name or location.

Your internet service provider will keep records of which customer is using any IP address or hostname at any given time, and so it is theoretically possible to trace back activity shown on

any Website log file to a specific individual. In practice, this can only be done with the explicit involvement of the internet service provider, and such a trace would therefore only take place in the event of serious criminal misuse of the internet and would be carried out by the relevant law enforcement authority (that is the Police).

Duoclosures.co.za will not attempt to associate IP addresses and hostnames with individuals. In the event of serious criminal misuse of this Website the matter would be referred to the relevant law enforcement authorities for investigation.

This Privacy policy only covers this Website and does not cover links within this Website to other Websites.

Complaints or queries about our use of personal information

We take any complaints we receive about how we collect and use personal information very seriously, as we try to meet the highest standards in this regard. If you think that we collect or use information unfairly, misleadingly or inappropriately, please contact us and bring this to our attention. We also welcome any thoughts and suggestions for improving our procedures.

This privacy notice does not provide exhaustive detail of all aspects of Duo Closures collection and use of personal information. We are happy to provide any additional information or explanation needed.

This privacy policy was last updated on 24 May 2018.