**Privacy Policy**

July 2020

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**Privacy Policy**

**Transparency and privacy are important, and for this reason we have detailed in this Privacy Policy what information we collect and how we collect, use, store and disclose the information. Please take a moment to familiarize yourself with our Privacy Policy.**

**1. COOKIES**

Like most websites we use cookies. A cookie is a small data file that our server sends to your browser when you access our website. It is not a computer program and cannot read data stored on your computer or instruct your computer to perform any step or function. By assigning a unique data element to each visitor, the website is able to track usage patterns and allows us to improve the accessibility, content and services on the website.

You can delete or disable cookies at any time, but please be aware that cookies are needed for you to log-in and use the site's functions. You can get more information about cookies at [**http://www.allaboutcookies.org**](http://www.allaboutcookies.org/)

We use cookies to gather non-personal information from visitors to our site.  For users who have registered to services on the website additional information is stored in Cookies to allow accessibility to the service.

**2. NON-PERSONAL INFORMATION**

When accessing and browsing our website we collect non-personal information (information that does not permit direct association with any specific individual). The information we collect may include, but is not limited to, Internet Protocol (IP) addresses, browser type and language, referring and exit pages, operating system, date/time stamp and pages visited. The information we collect we use to understand user requirements and needs and thus allows us to improve the websites, newsletter and updates in respect of accessibility, content and services.

We aggregate some information for marketing and general information purposes and provide such aggregated information to third parties. Statistics we compile may include, total monthly page views, countries visits originate from, and most popular pages on the website.

We generally do not combine personal and non-personal information, however should personal and non-personal information be combined, it will be treated as personal information as per section 3.

**3. PERSONAL INFORMATION**

Personal information is data that can be used to uniquely identify or contact a specific individual.

**3.1 Collection of personal information**

When registering to any service on the website, such as the request a quote and/or the send a message system, you are asked to provide certain personal information.

If you are not registered with any service offered on the website and are just accessing or browsing the website, we are not collecting any personal information. We are however collecting non-personal information as per section 2 of this Privacy Policy.

When you e-mail us, you are providing us with personal information such as your e-mail address and name. Depending on the contents of your e-mail, we may share your e-mail with those employees most capable of addressing your e-mail.

Please note that your e-mail, like most Internet e-mail communications, may be accessed and viewed by other Internet users, without your knowledge and permission, while in transit to us. For that reason, please do not use e-mail to communicate information to us that you consider confidential.

**3.2 Type of personal information collected**

Depending on the service you are registering for, we may require all or some of the following personal information: name, e-mail address, telephone and fax number, name and contact details.

We may from time to time, request additional personal information in order to improve the service you have registered for or to be able to confirm and ensure you meet the registration requirements.

**3.3 Use and sharing of personal information**

We are committed to keeping your personal information confidential and will not sell, rent, or trade your personal information to any third party.

The personal information you provide requesting a quote, we use to provide you with the best customer service possible.

**3.4 Protection of personal information**

We take several precautions, including administrative and technical measures, to reasonably safeguard your personal information against loss, theft and misuse, as well as against unauthorized access, disclosure, alteration and/or destruction. Although we take all reasonable measures and precautions to protect your personal information, we cannot guarantee or be held liable for any unauthorized third party which may circumvent our security measures.

**4. CHILDREN AND MINORS**

Our website is not directed at children and minors. We are committed to comply with all applicable Namibian laws aimed at the protection of children and in particular the protection of their personal information.

To register for any service provided via our website you have to be at least 18 years of age. As such, we do not knowingly collect personal information from anybody under the age of 18. If we learn that anybody under the age of 18, has registered to any of the services provided on the website, we will disable their account immediately. In case of any person being under the age of 16, we will also immediately deleted all personal information. If you believe that someone under the age of 18 has registered to any of our services, please contact us immediately.

**6. DISCLOSURE ON LEGAL GROUNDS**

We may be permitted by law to disclose information you submit. In the event such disclosure is permitted, we will do so.

**7. CHANGES TO THE PRIVACY POLICY**

We may, at our sole discretion, and without giving notice change the Privacy Policy (including the Terms of Use), at any time. Any modifications to the Privacy Policy will become valid upon publication on the website. It is your responsibility to regularly review these Terms of Use and the Privacy Policy.