

KUNDENDIENST Cookie Policy

This is our Cookie Policy which works hand-in-hand with our Privacy Policy (https://kundendienst.co.za/wp-content/uploads/2022/05/Privacy_Policy.pdf). This policy is intended to provide you with a description of what cookies are, what it will be used for, and a guidance on how to manage it when browsing our website.

What are cookies?

When visiting our website, small text files, referred to as 'cookies', could be stored on your device. Even though these cookies do not store personal information, it may collect personal identifiers such as your name or email address which allow us to link personal information with your device. This ultimately allows us to recognise your device whenever you visit our website.

Why the cookies are used?

The cookies on our site are used to:

- Tailor and improve your experience on our website by remembering your preferences, location and device;
- Provide you with content that suits your preferences
- Ensure advertisements are tailored to your preferences

Which cookies are used?

Our websites make use of an array of cookies. Not all cookies used on our website are installed by us, some of these are from third parties (https://kundendienst.co.za/wp-content/uploads/2022/05/Privacy_Policy.pdf). You are able to remove these cookies at your own discretion. For example, you may decide to delete the cookie as soon as you leave our website or maybe only in a month's time. These cookies will remain on your device until you delete them.

The following cookies are used on our website:

- **Essential cookies:** This is necessary to ensure the website is able to function properly.
- **Functional cookies:** These cookies help our website to remember information about you such as your preferences or log-in details e.g. username and password.

Personal Information

Our cookies collect the following personal information from you:

- Name and surname;
- Contact details (cellphone and email);

No other personal information is collected on our website unless you provide this to us by either:

- Lodging a complaint

- Providing feedback/ a compliment

Your email and other contact details will be processed when logging a complaint or providing feedback/ a compliment. If you upload your CV, all of the personal information included therein will be processed.

Usage and disclosure

The information provided will be used in accordance with the purpose you provided it to us. As mentioned not all cookies used on our website are installed by us, some of these are from third parties [In your Privacy Policy you need to state that certain information is shared with third parties and why]. As a result, the personal information collected from our Cookies will be accessible by the Third Parties listed in our Privacy Policy.

But the other information specifically provided to us when you for example, submit a complaint, will not be disclosed to anyone outside of Kundendienst. Your personal information will only be disclosed to Third Parties where circumstances are limited and where it is in accordance with the POPI Act requirements e.g. for legal proceedings.

Website Analytics

Kundendienst website servers will collect the IP address you use to visit our website. This information is then used to analyse specific information such as e.g. determining how many individuals visited the website, how long they stayed on the website etc. Our Third Party, e.g. Google Analytics uses this information to improve Kundendienst website.

Below is a list information collected when visiting our website, which is used for its improvement:

- When you visited the website [date and time]
- Your IP address
- The pages you accessed
- Your web browser e.g. Google Chrome, Microsoft Edge etc.

The website will does not override any settings on your browser e.g. 'do not track'

Links to Social Networking Services

Kundendienst makes use of facebook to communicate with its clients about its work. Facebook may collect your personal information for its own purpose, should you communicate with us via this platform.

Facebook may track your use of our website if you clicked on a link to our website through Facebook. If you are logged into Facebook or even your Gmail account while you are on Kundendienst website, if they track you, their tracking will be linked to your profile with Facebook or Gmail.

Facebook and other social networking services have their own Privacy Policies which are not related to Kundendienst Privacy Policies.

Your rights

You are allowed to access your personal information kept by Kundendienst. You have the right to ask that Kundendienst corrects the existing personal information kept of you. To submit a request for correcting your personal information, please contact Amanda van As at kundendienst@mweb.co.za. You may also submit a request to be removed from Kundendienst subscription lists at your convenience.

How to delete the cookies?

It is possible, that your browser may be set to automatically accept cookies. However, you are able to manually delete the cookies. We have provided steps on how to delete cookies in Google Chrome below.

How to remove cookies in Google Chrome:

- Open Google Chrome.
- Click on the three dots in the top-right corner of your browser. A drop-down menu will appear.
- Click on Settings in the drop-down menu. Settings will open in a new tab.
- Click on 'Clear browsing data'.
- A new tab will open. The tab will be called 'Basic'.
- It will provide a list of items you can delete e.g., browsing history, cached images, and files, etc. You need to select 'Cookies and other site data'. Choose the time from when you would like to delete your browsing history e.g., all-time, last hour, etc.
- If you have logged into your Gmail account on the device, be sure to sign out, or else the cookies (and possibly history, whichever options you selected) on other devices you are signed into will be deleted too.
- Once you have selected 'Cookies and other site data' and the time range, you can click on 'Clear data'.

For how to delete cookies on other browsers please see:

<https://www.digitaltrends.com/computing/how-to-delete-cookies/>

Please note, not accepting cookies may lead to you being unable to access our website or specific content displayed on the website.

Will this policy be updated?

This policy may be updated and changes may be made when necessary. In the event that material changes are made, we will ensure that you receive a notice hereof when returning to our website.

Queries

If you have any queries relating to our Cookie Policy, please contact us at:
kundendienst@mweb.co.za