

Privacy Policy

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1. Introduction:

1.1 This Privacy Policy forms part of the Voltex [Website Terms and Conditions](#) (“the Terms and Conditions”) and accordingly words defined in the Terms and Conditions shall have the same meaning in this Policy, unless the context indicates otherwise.

1.2 We respect your privacy and will take reasonable measures to protect it, as more fully detailed below.

1.3 Should you decide to register as a user on the Website, we may require you to provide us with personal information which includes but is not limited to –

1.3.1 your name and surname;

1.3.2 your email address;

1.3.3 your physical address;

1.3.4 your mobile number.

1.4 Further to 1.3 above, the Website makes use of “**COOKIES**” to automatically collect information and data through the standard operation of the Internet servers. “Cookies” are small text files a website can use (and which we may use) to recognise repeat users, facilitate the user’s on-going access to and use of a website and allow a website to track usage behaviour and compile aggregate data that will allow the website operator to improve the functionality of the website and its content. The type of information collected by cookies is not used to personally identify you. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature. Please note that cookies may be necessary to provide you with certain features available on our Website and thus if you disable the cookies on your browser you may not be able to use those features and your access to our Website will therefore be limited. If you do accept a “cookie”, you thereby consent to our use of any personal information collected by us using that cookie.

1.5 Your personal information may be stored in the Republic of South Africa or any other country in which Electech Power Solutions or its third party service providers maintain facilities. By using the Website, you consent to the collection of your personal information and to any transfer of such information outside the Republic of South Africa.



1.6 Should your personal information change, please inform us and provide us with updates to your personal information as soon as reasonably possible so as to ensure the accuracy of the information in our possession. **Electech Power Solutions shall not be liable for any inaccuracies in the information should you fail to update your personal information when necessary.**

1.7 Subject to 1.8 below, we will not, without your express consent:

1.7.1 use your personal information for any purpose other than as set out below:

1.7.1.1 in relation to the ordering, sale and delivery of Goods;

1.7.1.2 to contact you regarding current or new Goods or services or any other goods offered by us or any of our divisions and/or partners (unless you have opted out from receiving marketing material from us);

1.7.1.3 to inform you of new features, special offers and promotional competitions offered by us or any of our divisions and/or partners (unless you have opted out from receiving marketing material from us); and

1.7.1.4 to improve your experience on our Website by, inter alia, monitoring statistical non-personal browsing habits, and to transact with us;

1.7.2 disclose your personal information to any third party other than as set out below:

1.7.2.1 to our employees and/or third party service providers who assist us to interact with you via our Website, email or any other method, for the ordering of Goods or when delivering Goods to you, and thus need to know your personal information in order to assist us to communicate with you properly and efficiently;

1.7.2.2 to our divisions and/or partners (including their employees and/or third party service providers) in order for them to interact directly with you via email or any other method for purposes of sending you marketing material regarding any current or new goods or services, new features, special offers or promotional items offered by them (unless you have opted out from receiving marketing material from us);

1.7.2.3 to our suppliers in order for them to liaise directly with you in the event of you submitting a warranty claim regarding any Goods you have purchased which requires their involvement.

1.8 We are entitled to use or disclose your personal information if such use or disclosure is required in order to:

1.8.1 comply with any applicable law, order of court or legal process served on us, or

1.8.2 to protect and defend our rights or property;

1.8.3 to protect against or prevent actual or potential fraud or unauthorised transactions; or



1.8.4 investigate fraud which has already occurred.

1.9 We will ensure that all of our employees, third party service providers, divisions and partners (including their employees and third party service providers) having access to your personal information are bound by appropriate and legally binding confidentiality and non-use obligations in relation to your personal information.

1.10 We will –

1.10.1 treat your personal information as strictly confidential;

1.10.2 take appropriate technical and organisational measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access;

1.10.3 provide you with access to your personal information to view and/or update personal details;

1.10.4 promptly notify you if we become aware of any unauthorised use, disclosure or processing of your personal information;

1.10.5 provide you with reasonable evidence of our compliance with our obligations under this policy on reasonable notice and request; and

1.10.6 upon your request, promptly return or destroy any and all of your personal information in our possession or control, unless we are compelled by law to retain certain information.

1.11 We will not retain your personal information longer than the period for which it was originally needed, unless we are required by law to do so, or you consent to us retaining such information for a longer period.

1.12 Electech Power Solutions undertakes never to sell or make your personal information available to any third party other than as provided for in this policy, unless we are compelled to do so by law. In particular, in the event of a fraudulent online payment, Electech Power Solutions reserves the right to disclose relevant personal information for criminal investigation purposes or in line with any other legal obligation for disclosure of the personal information which may be required of it.

1.13 Whilst we will do all things reasonably necessary to protect your rights of privacy, we cannot guarantee or accept any liability whatsoever for unauthorised or unlawful disclosures of your personal information, whilst in our possession, made by third parties who are not subject to our control, unless such disclosure is as a result of our gross negligence.

1.14 If you disclose your personal information to a third party, such as an entity which operates a website linked to this Website or anyone other than Electech Power Solutions, ELECTECH POWER SOLUTIONS SHALL NOT BE LIABLE FOR ANY LOSS OR



DAMAGE, HOWSOEVER ARISING, SUFFERED BY YOU AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION TO THE THIRD PARTY. This is because we do not regulate or control how that third party uses your personal information. You should always ensure that you read the privacy policy of any third party.