

## **PRIVACY POLICY**

Last Updated:

13 March 2026

### **1. Introduction**

Welcome to **Channon & Co** (“we”, “our”, or “us”).

We respect your privacy and are committed to protecting your personal information in accordance with the **Protection of Personal Information Act (POPIA) of South Africa**.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website:

[YOUR WEBSITE URL]

By using this website, you consent to the data practices described in this policy.

### **2. Information We Collect**

We may collect the following personal information when you interact with our website:

- Name
- Email address
- Phone number (if provided)
- Message or enquiry details submitted through our contact form
- Any information you voluntarily provide

We may also automatically collect certain technical information such as:

- IP address
- Browser type
- Device type
- Pages visited
- Cookies and tracking data

### **3. How We Use Your Information**

We collect and process personal information for the following purposes:

- To respond to enquiries submitted through our contact form
- To communicate with you regarding your request or services
- To improve our website and services
- To maintain website security and prevent spam or abuse
- To comply with legal obligations under applicable law

We do **not sell, rent, or trade your personal information** to third parties.

#### **4. Cookies and Website Analytics**

Our website may use cookies and similar technologies to improve user experience and analyze website traffic.

Cookies are small files stored on your device that help us understand how visitors use our website.

You can choose to disable cookies through your browser settings. However, doing so may affect the functionality of certain parts of the website.

#### **5. Data Protection and Security**

We implement reasonable technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction.

However, no internet transmission or electronic storage system is completely secure, and we cannot guarantee absolute security.

#### **6. Sharing of Information**

We may share your personal information only when necessary, such as:

- When required by law or legal process
- To protect our legal rights
- With trusted service providers who help operate our website (such as hosting providers)

These parties are required to maintain the confidentiality of your information.

## **7. Your Rights Under POPIA**

Under South African data protection law, you have the right to:

- Request access to personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your personal information
- Withdraw consent to data processing where applicable

Requests can be made using the contact details below.

## **8. Third-Party Links**

Our website may contain links to external websites.

We are not responsible for the privacy practices or content of those websites.

## **9. Contact Information**

If you have questions about this Privacy Policy or how your personal information is handled, please contact us:

Business Name: **Channon & Co**

Owner: **Vanessa Channon**

Email: **vanessa@channonco.co.za**

Website: **Channonco.co.za**

Location: **South Africa**