

# Privacy Policy

## 1. Introduction

Welcome to HC Water Backup Systems (“we”, “our”, “us”).

We are committed to protecting your personal information and your right to privacy.

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

<https://hcwaterbackupsystems.co.za>

If you do not agree with the terms of this Privacy Policy, please do not access the site.

## 2. Information We Collect

We may collect personal information that you voluntarily provide to us when you:

- Request a quote
- Fill in a contact form
- Call or WhatsApp us
- Subscribe to updates

This information may include:

- Name
- Phone number
- Email address
- Address/location details

We may also automatically collect certain information such as:

- IP address
- Browser type
- Device information
- Pages visited on our website

## 3. How We Use Your Information

We use your information to:

- Provide quotes and services
- Respond to inquiries
- Improve our website and services
- Communicate with you regarding your request
- Send relevant updates (if you opt in)

## 4. Sharing of Information

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

**We may share your information with:**

- **Service providers assisting with our business operations**
- **Legal authorities if required by law**

## **5. Cookies and Tracking Technologies**

**Our website may use cookies to:**

- **Improve user experience**
- **Analyse website traffic**
- **Understand user behaviour**

**You can disable cookies through your browser settings.**

## **6. Data Security**

**We take reasonable measures to protect your personal information from unauthorized access, loss, or misuse.**

**However, no method of transmission over the internet is 100% secure.**

## **7. Your Rights (POPIA Compliance)**

**In accordance with the Protection of Personal Information Act (POPIA), you have the right to:**

- **Access your personal information**
- **Request correction or deletion**
- **Object to processing of your data**

**To exercise these rights, please contact us.**

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

**Our website may contain links to third-party websites.**

**We are not responsible for their privacy practices.**

## **9. Changes to This Policy**

**We may update this Privacy Policy from time to time.**

**Updates will be posted on this page with a revised date.**

## **10. Contact Us**

**If you have any questions about this Privacy Policy, you can contact us:**

**HC Water Backup Systems**

 **Johannesburg, South Africa**

 **069 853 1550**

 [SALES@hcwaterbackupsystems.co.za](mailto:SALES@hcwaterbackupsystems.co.za)

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