

Privacy Policy

1 Introduction

This privacy policy tells you about the information we collect from you when you use our website. In collecting this information, we are acting as a Responsible Party and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

1.1 Who are we?

We are Ceraline CC. Our address is PO Box 7269, Swakopmund, Namibia. You can contact us by post at the above address, by email at ceraline@ceraline.co.na or by telephone on +264 64 463 558.

The contact details of our Information / Deputy Information Officer are:

S. H. Vorster or A. Vorster

Contact details:

Email: ceraline@ceraline.co.na

Postal Address: PO Box 7269
Swakopmund, Namibia

Telephone no. + 264 64 463 558

2 How we use your information

2.1 When you use our website

When you use our website to browse our products and services and view the information we make available, a number of cookies are used by us and by third parties to allow the website to function, to collect useful information about visitors and to help to make your user experience better. Some of the cookies we use are strictly necessary for our website to function, and we do not ask for your consent to place these on your computer.

However, for those cookies that are useful but not strictly necessary we will always ask for your consent before placing them.

As well as the cookies we use, various third parties also place them on your computer, again with your consent.

Like any other website, Ceraline CC uses 'cookies'. These cookies are used to store information including visitors' preferences, and the pages on the website that the visitor accessed or visited. The information is used to optimize the users' experience by customizing our web page content based on visitors' browser type and/or other information.

2.2 When you submit an enquiry via our website

When you submit an enquiry via our website, we ask you for your name, contact telephone number and email address.

We use this information to respond to your query, including providing you with any requested information about our products and services. We may also email you several times after your enquiry in order to follow up on your interest and ensure that we have answered it to your satisfaction. We will do this based on our legitimate interest in providing accurate information prior to a sale.

Your enquiry is stored and processed by our Deputy Information Officer. A quote will be generated based on your enquiry. Your information will only be shared with our Sales Manager also based in Swakopmund office.

We do not use the information you provide to make any automated decisions that might affect you.

We keep enquiry emails for two years, after which they are securely archived and kept for seven years, when we delete them. CRM records are kept for three years after the last contact with you.

2.3 When you purchase a product from our website

We do not make use of website purchases.

2.4 Your rights as a data subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal information, you may withdraw that consent at any time.

If we are processing your personal information for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

If we are processing your personal information for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

Finally, in some circumstances you can ask us not to reach decisions affecting you using automated processing or profiling.

To submit a request regarding your personal information by email, post or telephone, please use the contact information provided above in the Who Are We section of this policy.

2.5 How We Safeguard Your Information

Personal information of data subjects in Ceraline CC possession is safeguarded against unauthorised access and use, disclosure, alteration, damage and/or loss, by the deployment of reasonably practicable organisational and technological safeguards. Ceraline CC also take reasonable steps to ensure the integrity, accuracy and updating of personal information held by it. Ceraline CC has implemented adequate access control, encryption, governance practices, and other best practices to protect personal data.

We will, on an ongoing basis, continue to review our security controls and related processes to ensure that your personal information is secure.

2.6 Your right to complain

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint.

Updates to this privacy policy

Privacy Policy

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal information evolves. If we want to make use of your personal information in a way that we have not previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

We will update the version number and date of this document each time it is changed.