DIVERTISY

Contact: info@divertisy.co.za | Website: www.divertisy.co.za

Privacy Policy

How DIVERTISY collects, uses and protects
personal information when you contact or buy from us.

Effective: 24 October 2026 | Version 1.6 | DIVERTISY (PTY) LTD | Reg. 2026/766117/07

1. Who is responsible for your information?

DIVERTISY (PTY) LTD, registration number 2026/766117/07, is the responsible party for personal information that it receives and processes in the course of its enquiries, sales and customer support, subject to the Protection of Personal Information Act, 2013 (POPIA).

For privacy questions, access requests or objections, contact info@divertisy.co.za. This policy relates to the DIVERTISY website and information you provide to us through associated communications.

2. What personal information may we collect?

When you contact us, we may receive the name, email address, optional company name, enquiry type, product interests, approximate quantity and message details you choose to provide. For a warranty, return, refund or cancellation request, the form may also collect an optional order or receipt reference you provide.

If you proceed with a purchase, we may additionally need delivery and contact details, payment status or transaction references, order history and supporting records. Warranty enquiries may require proof of purchase, product details, photographs and a description of the issue.

Our hosting and communications providers may process limited technical information needed to serve the website or deliver messages, such as an IP address, browser details and access or security logs.

3. How the website enquiry form works

When you select “Send enquiry” after completing spam verification, the website sends your form details through our hosting provider to DIVERTISY’s business mailbox. The form does not create an order or take payment.

To reduce spam, the form uses Google reCAPTCHA. Google may process technical and usage information under its own privacy and service terms. Our hosting provider may process submission information and keep technical logs, while DIVERTISY receives the enquiry by email.

4. Why we use personal information

- Respond to personal purchase, reseller, wholesale and product-support enquiries.
- Prepare quotations, confirm and fulfil orders, arrange delivery, and maintain transactional records.
- Assess warranty, return and refund requests and resolve customer problems.
- Comply with tax, accounting, consumer protection and other applicable legal duties.
- Protect customers, our business and our systems against abuse, fraud and security incidents.
- Communicate about products or services only where permitted by applicable direct-marketing rules.

We process information using lawful grounds permitted by POPIA, including necessity for a contract or pre-contractual steps, legal obligations, legitimate interests where appropriate, and consent where required.

5. Information you choose to provide

The current enquiry form asks for your name, email address, enquiry type and message so we can understand and respond to the enquiry. Company name, quantity, product interest and support-related order or receipt references are optional. If you do not provide the required details, we may not be able to process or respond to the enquiry.

For a purchase or warranty claim, additional information may be necessary for delivery, verification, compliance or support; we will explain this when relevant. Please avoid sharing bank-card details, identity numbers or other sensitive information unless specifically required through a secure, appropriate channel.

6. Payments and third parties

This website does not currently collect card payments. If DIVERTISY offers a payment link or secure checkout through a payment service provider, that provider may collect and process payment and verification details under its own privacy notice. DIVERTISY may receive order confirmation and transaction status or references.

We do not request full card numbers, CVVs or banking passwords through the enquiry form or ordinary email.

7. When we share information

We may share only information reasonably needed with service providers who help us operate the business, including email and website hosts, payment providers where used, couriers and logistics partners for delivery, relevant suppliers or repair partners for support, and professional advisers for lawful business administration.

We may also disclose information where required by law, to protect legal rights, or with your valid authorisation. We do not sell customer contact information to advertisers.

8. Processing and transfers outside South Africa

Some website, email, storage or payment technology providers may operate infrastructure outside South Africa. Where personal information is transferred internationally, we will take applicable steps required by POPIA, including appropriate protections or other lawful transfer grounds. The specific providers and locations may change as services are configured.

9. How long we keep information

We keep enquiries, business records and support communications for as long as reasonably required to fulfil their purposes, manage claims, resolve disputes and meet applicable record-keeping laws. When personal information is no longer needed and no legal basis requires retention, we will securely delete, destroy or de-identify it as appropriate.

10. Security measures

We take reasonable technical and organisational steps designed to protect personal information from loss, unauthorised access or misuse. No website or communication system can be guaranteed to be completely secure. Please contact us if you suspect a privacy or information-security incident affecting your dealings with DIVERTISY.

11. Cookies, analytics and external links

The website does not intentionally use advertising pixels or third-party visitor-analytics scripts. Google reCAPTCHA is used for spam prevention and may collect technical information or use cookies. The form remembers your enquiry type and warranty product selection in your browser’s session history to support Back and Forward navigation. This feature does not save your name, email address or message. The website host may use necessary services and keep access or security logs.

If we introduce analytics, advertising technologies or additional cookies, we will review and update the disclosures and obtain consent where required. Third-party websites and payment pages have their own terms and privacy practices.

12. Your privacy rights

Subject to POPIA and other applicable law, you can ask whether we hold information about you, request access to it, ask that inaccurate information be corrected, request deletion where permitted, object to certain processing, or withdraw consent where processing depends on consent.

Send a request to info@divertisy.co.za. We may need to verify your identity before releasing or changing personal information. You can also complain to South Africa’s Information Regulator if you believe your rights have been infringed.

13. Children’s information

Our products and general enquiries are not designed to intentionally collect personal information from children without appropriate involvement by a parent or guardian. Please contact us if you believe that we have received information from a child contrary to applicable law.

14. Policy changes and contact

We may revise this policy when our website, checkout, service providers or processing activities change. The effective date at the top identifies this version. For any privacy-related question, contact info@divertisy.co.za.