

Privacy Policy

1. Introduction

This Privacy Policy explains how **HK Data Solutions (Pty) Ltd (Registration No. 2016/352497/07)**, trading as **Dev Rocket** ("we," "us," "our"), collects, processes, stores, and protects personal information in accordance with the **Protection of Personal Information Act (POPIA)** and applicable international privacy laws such as **GDPR**.

By using our services, you ("Client," "you," "your") agree to the collection and processing of your personal information as outlined in this policy.

2. Information We Collect

We collect and process the following types of personal information:

2.1 Information You Provide to Us

- Full Name
- Company Name (if applicable)
- Email Address
- Contact Number
- Physical and Billing Address
- Payment Information (we do **not** store credit/debit card details; payments are processed via secure third-party payment gateways)
- Domain Registration Details

2.2 Automatically Collected Information

- IP Address
- Browser Type & Version
- Operating System
- Referring URLs
- Website Usage Data (e.g., pages visited, time spent on site)

2.3 Cookies and Tracking Technologies

- We use **cookies** and similar technologies to enhance website functionality and improve user experience.
- You can manage cookie preferences through your browser settings.

3. How We Use Your Information

We process personal information for the following purposes:

1. **To Provide Our Services** – Domain registration, website hosting, email services, and customer support.

2. **To Manage Client Accounts** – Billing, invoicing, and account security.
3. **To Communicate with You** – Service updates, policy changes, or marketing (with consent).
4. **To Improve Our Services** – Website analytics and service enhancements.
5. **To Comply with Legal Obligations** – As required by South African law and international regulations.

4. Sharing of Personal Information

We do **not** sell or rent personal information. However, we may share information under the following circumstances:

- **With Domain Registrars & Regulatory Bodies** (for domain name registration and compliance).
- **With Third-Party Service Providers** (for payment processing, email hosting, and security).
- **If Required by Law** (to comply with legal obligations, court orders, or law enforcement requests).

5. Data Protection & Security

We implement technical and organizational measures to protect your personal information, including:

- Secure **SSL encryption** for data transmission.
- **Access control** to restrict unauthorized access.
- Regular **security audits** and **firewall protections**.

However, no method of transmission over the internet is 100% secure, and we cannot guarantee absolute security.

6. Your Rights Under POPIA

As per **POPIA**, you have the following rights:

1. **Right to Access** – Request details of personal data we hold about you.
2. **Right to Correction** – Request correction of inaccurate or outdated personal data.
3. **Right to Deletion** – Request deletion of personal data no longer necessary for its original purpose.
4. **Right to Object to Processing** – Object to the use of your data for direct marketing.
5. **Right to Withdraw Consent** – Withdraw consent where processing is based on consent.
6. **Right to Lodge a Complaint** – Submit complaints to the **Information Regulator of South Africa** if you believe your data rights are being violated.

To exercise these rights, email us at **support@devrocket.co.za**.

7. Data Retention

- We retain your personal information **only for as long as necessary** to fulfil contractual, legal, and regulatory obligations.
- Upon service termination, we may retain certain data for compliance, tax, and legal purposes.

8. International Data Transfers

If you access our services from outside South Africa, your data may be transferred to and processed in South Africa or other countries with appropriate safeguards in place.

9. Changes to This Privacy Policy

We reserve the right to update this policy. Any changes will be communicated via email or on our website.

10. Contact Information

If you have any questions about this policy or wish to exercise your data rights, please contact:

Dev Rocket (HK Data Solutions (Pty) Ltd)

Email: support@devrocket.co.za

Website: www.devrocket.co.za