
Privacy Policy

Effective Date: 1 August 2024

At C4ES EcoSolutions, accessible from <https://www.c4es.co.za>, we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website. Please read this policy carefully to understand how we handle your personal data.

1. Information We Collect

We collect the following information when you visit our website:

- **Personal Information:** We do not collect any personally identifiable information unless you voluntarily provide it (e.g., when contacting us via the website).
- **Non-Personal Information:** We collect certain non-personal data, such as browser type, referring/exit pages, and general website usage patterns through standard cookies and third-party applications (e.g., Google Analytics).

2. Cookies

Our website uses cookies to enhance user experience and analyse website performance.

2.1 What are cookies? Cookies are small text files placed on your device by the websites you visit. They are used to make websites work more efficiently, as well as to provide information to website owners.

2.2 Types of cookies we use:

WordPress Cookies: These cookies are essential for the functioning of our website and include basic operational cookies for user session management.

Google Analytics Cookies: These cookies allow us to analyse how users interact with our website. The data collected helps us improve user experience by identifying trends and patterns in site usage. This data is anonymous and does not identify individual visitors.

3. How We Use Your Information

We use the information collected to:

- Monitor and analyse website usage and trends.
- Improve the design, functionality, and performance of our website.
- Respond to any inquiries submitted via our contact forms.

4. Third-Party Services

We use third-party services like Google Analytics to collect and analyse data about our website traffic. Google Analytics may use cookies to gather information about your browsing activity on our site. For more information on how Google handles your data, please refer to [Google's Privacy Policy](<https://policies.google.com/privacy>).



5. Your Data Protection Rights

As a user, you have the following rights regarding your personal data:

- Right to access: You can request copies of your personal data.
- Right to rectification: You can ask us to correct any inaccurate information.
- Right to erasure: You can request that we erase your personal data under certain conditions.
- Right to object to processing: You can object to our processing of your data in certain situations.

6. Data Retention

We retain non-personal information collected through cookies for up to 1 year to help us improve our services. We do not store or process any personal data unless explicitly provided by you.

7. Data Security

We take the security of your data seriously and have implemented appropriate measures to protect your information from unauthorised access, alteration, or disclosure.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any changes will be posted on this page with the updated effective date.

9. Contact Us

If you have any questions about this Privacy Policy or our use of cookies, please contact us at:

C4 EcoSolutions

Email: info@c4es.co.za

Address: 18 Gerrie Avenue, Tokai, Cape Town South Africa

