

ETS DISTRIBUTORS (PTY) LTD

Website Privacy Policy

Website: www.etsdistributors.com.na

This Privacy Policy is intended for publication on the ETS Distributors website and incorporates Namibia-focused, POPIA-aligned and GDPR-informed privacy provisions.

1. Introduction

This Privacy Policy explains how ETS Distributors (Pty) Ltd collects, uses, stores, transfers and protects personal information obtained through its website, customers, suppliers, service providers and business operations.

2. Applicable Laws

ETS Distributors seeks to comply with applicable Namibian laws, contractual obligations, industry requirements, South Africa's Protection of Personal Information Act (POPIA) where applicable, and internationally recognized privacy principles.

3. Information Collected

Personal information may include names, company names, addresses, telephone numbers, email addresses, VAT numbers, tax numbers, banking details, delivery information, account credentials, communications and transaction records.

4. Website Information

The website may automatically collect IP addresses, browser type, operating system, referring pages, device information, cookies, session data and analytics information.

5. Purpose of Processing

Information is processed to provide products and services, issue quotations, process orders, arrange deliveries, manage customer accounts, comply with customs and tax requirements, provide support and improve operations.

6. Legal Grounds

Processing may occur based on consent, contractual necessity, legal obligations, legitimate business interests, fraud prevention and protection of legal rights.

7. Cookies Policy

The website may use essential cookies, preference cookies, security cookies, analytics cookies and marketing cookies. Users may manage cookie preferences through browser settings.

8. Google Analytics and Tracking Technologies

The website may use analytics services to understand visitor behaviour and improve website performance. Aggregated data may be collected and processed by service providers.

9. Marketing Communications

Promotional communications may be sent where permitted by law. Users may unsubscribe at any time using the unsubscribe facility or by contacting ETS Distributors.

10. Disclosure of Information

Information may be shared with employees, logistics providers, customs agents, payment processors, hosting providers, IT service providers, legal advisors, auditors, insurers and regulators where necessary.

11. Cross-Border Transfers

Information may be transferred across international borders where necessary for business operations, cloud services, software platforms, logistics and regulatory compliance.

12. Security Measures

Reasonable administrative, technical and physical safeguards are implemented including password controls, access restrictions, backups, monitoring and cybersecurity measures.

13. Retention of Records

Information will be retained for periods required by taxation, accounting, customs, commercial, legal and operational requirements and thereafter securely deleted or anonymised.

14. Data Subject Rights

Individuals may request access to their information, correction of inaccuracies, deletion where legally permissible, restriction of processing, objection to processing and withdrawal of consent.

15. POPIA Rights

South African data subjects may exercise rights available under POPIA, including requests for access, correction and objection to processing.

16. GDPR Rights

Where GDPR applies, individuals may have rights including access, rectification, erasure, restriction, portability and objection.

17. Data Breach Response

ETS Distributors will investigate suspected data breaches and provide notifications where legally required.

18. E-Commerce and Customer Accounts

Where online ordering or customer portals are available, users are responsible for maintaining the confidentiality of login credentials and account access.

19. Children's Privacy

The website is not intended for persons under the age of 18 without parental or legal guardian involvement.

20. Third-Party Websites

External links are provided for convenience only. ETS Distributors is not responsible for third-party privacy practices or website content.

21. Limitation of Liability

ETS Distributors implements reasonable safeguards but cannot guarantee absolute security. Liability is limited to the maximum extent permitted by law.

22. Changes to Policy

ETS Distributors reserves the right to amend this Privacy Policy at any time. Updated versions will be published on the website.

23. Contact Details

Information Officer / Privacy Officer
ETS Distributors (Pty) Ltd
Website: www.etsdistributors.com.na
Email: info@etsdistributors.com.na
Telephone: 081 792 3496
Address: Windhoek, Eros

24. Website Privacy Consent

By accessing or using www.etsdistributors.com.na, requesting quotations, placing orders, creating accounts, submitting forms or communicating with ETS Distributors, you acknowledge and consent to the collection, use, processing, storage and disclosure of personal information as described in this Privacy Policy.