



WILKOWEB (PTY) LTD

2018/414379/07

Garsfontein, Pretoria, 0081

Privacy Policy

Effective Date: 1 August 2025

Last Updated: 1 August 2025

Introduction

Wilkoweb (Pty) Ltd (“Wilkoweb”, “we”, “us”, or “our”) is committed to protecting the privacy of our clients, website visitors, and users of our services. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information in accordance with the Protection of Personal Information Act, 4 of 2013 (“POPIA”).

Who We Are

Wilkoweb is a South African-based IT company specializing in:

- Web and email hosting
- Website design and development
- Graphic design
- Software development
- Digital marketing, including SEO, SEM, Google Ads, and Google My Business
- Analytics and IT solutions

Our registered office is located at:

53B Windhond Avenue, Garsfontein, Pretoria, 0042, South Africa.

Information We Collect

- We may collect and process the following personal information:
- Contact Information: Name, surname, email address, phone number, and physical address.
- Business Information: Company name, industry, and service requirements.



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- Technical Data: IP address, browser type, operating system, and website usage data.
- Communication Records: Correspondence via email, phone, or our website contact forms.
- Billing Information: Payment details and transaction history.

How We Use Your Information

We use your personal information to:

- Provide and manage our services.
- Communicate with you regarding inquiries, projects, and support.
- Process payments and manage billing.
- Improve our website and services through analytics.
- Comply with legal obligations and enforce our terms and conditions.

Legal Basis for Processing

We process your personal information based on:

- Consent: When you provide explicit permission.
- Contractual Necessity: To fulfill our contractual obligations.
- Legal Obligation: To comply with applicable laws and regulations.
- Legitimate Interests: To improve our services and communicate with clients.

Disclosure of Information

We may share your personal information with:

- Service Providers: Third-party vendors who assist in delivering our services (e.g., hosting providers, payment processors).
- Legal Authorities: When required by law or to protect our rights.
- We ensure that all third parties adhere to strict data protection standards.



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Data Security

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

- Secure servers and firewalls.
- Encryption of sensitive data.
- Regular security assessments.

Data Retention

We retain personal information only for as long as necessary to fulfill the purposes outlined in this policy, unless a longer retention period is required by law.

Your Rights

Under POPIA, you have the right to:

- Access your personal information.
- Correct or update your information.
- Object to the processing of your data.
- Request deletion of your data.
- Lodge a complaint with the Information Regulator.
- To exercise these rights, please contact us at info@wilkoweb.com.

Cookies and Tracking Technologies

Our website uses cookies to enhance user experience and analyze website traffic. By using our website, you consent to our use of cookies. You can manage your cookie preferences through your browser settings.

Third-Party Links

Our website may contain links to external sites. We are not responsible for the privacy practices or content of these third-party websites.



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International Data Transfers

If we transfer your personal information outside of South Africa, we ensure that appropriate safeguards are in place to protect your data in accordance with POPIA.

Changes to This Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page with an updated revision date. We encourage you to review this policy regularly.

Contact Us

For any questions or concerns regarding this Privacy Policy, please contact us at:

Wilkoweb (Pty) Ltd

53B Windhond Avenue, Garsfontein, Pretoria, 0042, South Africa

Phone: +27 67 037 3859

Email: info@wilkoweb.com