

Privacy Policy

Effective Date: November 22, 2021

Introduction

Mariannahill Mission Press's Media Division is a full service web design agency providing end to end Web Design and Web Development solutions along with Web Hosting and Maintenance services. Using our services makes online presence and running an online business easy for our customers, but it also comes with terms. One of those terms is upholding privacy laws, including state, national, and international standards. We respect your right to privacy and therefore aim to ensure that we comply with all legal requirements that regulate the manner in which we handle any personal information in our custody.

This privacy policy notice aims to explain about how we collect, use, disclose, store, transfer and delete information that may identify you as an individual ("Personal Information"), when you interact with or use our organization as your service provider. Our aim is not to just comply with the privacy law but to also earn your trust

Definition

What is meant by "Personal Information?"

"Personal Information", means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, and may include the following:

- Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or Social origin, colour, sexual orientation, age, physical or mental health, well-being, Disability, religion, conscience, belief, culture, language and birth of the person.
- Information relating to the education or the medical, financial, criminal or employment history of the person.
- Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person.
- The biometric information of the person. (Biometric information includes a technique of personal identification that is based on physical, physiological or behavioural characterization including blood typing, fingerprinting, DNA analysis, retinal scanning and voice recognition.
- The personal opinions, views or preferences of the person.
- Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence.
- The views or opinions of another individual about the person.
- The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

Both INDIVIDUALS and COMPANIES are included in the ambit of "personal information".

The Information We Collect

We collect and store information that you provide to us directly, including contact information, such as first name, last name, e-mail address, job title and company name, as well as your company address and phone number. We also collect any elements of text, graphics, photos, designs, logos, trademarks, service marks, artwork, video or any other relevant content provided for inclusion in our service to you. We may also collect media, documents or other information you provide to us, but cannot use any functionality that is protected by a patent to which our customer has no license or permission to use.

All the information we collect is either provided by you or is owned by the Mariannahill Mission Press or used with permission from the owner.

How We Use The Information

Services:

We use the information you provide to deliver our products and services to you. For example, when designing or developing websites, we collect any elements of text, graphics, photos, designs, logos, trademarks, service marks, artwork, video or any other relevant content provided for inclusion in the websites

We may also use the information we collect from our customers and their users in connection with the services we provide for a range of reasons, including to:

- Set up a user account,
- Provide, operate and maintain the Services;

- Process and complete transactions, and send related information, including transaction confirmations and invoices (Automated Billing System);
- Manage our customers' use of the services, respond to queries and enquiries and to provide customer service and support;
- Send customers technical alerts, updates, security notifications, and administrative communications;
- Investigate and prevent fraudulent activities, unauthorized access to the services, and other illegal activities; and
- For any other purposes about which we notify customers and users.

We use your Personal Information in this context based on our legitimate interest for privacy, security and business practice improvement purposes. In these instances, provision of personal information is necessary and failure to provide such information might make rendering some services impossible. We commit to making you services that are relevant, interesting and personal to you. In order to do this, it is necessary for us to use your information to make you identifiable by the public whenever they use your services such as websites and applications or any other platform designed or developed by us. While we use the information we collect to provide you with our services, we also use visual representations of the final product (Website or App) as part of our project portfolio

Modifying or Deleting Your Personal Information

Personal Information can be modified or deleted based on the terms of the contract. You can exercise your rights regarding your personal information by filling out a consent form.

Use of Cookies, Log Files and Tracking

Cookies may themselves contain personal data; and even where cookies don't themselves contain personal data, the reading of cookies will often result in the linking of cookie data to other personal data. Cookies are pieces of data that sites and services can set on your browser or device that can be read on future visits.

- **Cookies:** Websites and apps use cookies to store user information, provide users with personalized experiences and collect their users' web history. Some may even choose to give third parties access to those cookies. As Mariannahill Mission Press, we do not use cookies. However, we may use third party web site analytics that contain cookies such as Google Analytics to collect certain information concerning the performance of our service.

You can disable cookies by changing your browser settings. Further information about the procedure to follow in order to disable cookies can be found on your Internet browser provider's website via your help screen.

Data Security

We take responsibility in securing the integrity of personal information by taking appropriate and reasonable technical and organizational measures to prevent loss, damage or unauthorized and unlawful access to or processing of personal information

- **Data Storage and Protection**
 - We follow industry standards on information security management to safeguard sensitive/confidential information, financial information, intellectual property and any other personal and/or organizational information entrusted to us. Our information security systems apply to people, processes and information technology systems on a risk management basis.
 - We perform periodic audits to ensure our handling of our customers' information is in line with industry guidelines.
 - As our services are mainly internet-based, it is important to note that no method of transmission over the internet or method of electronic storage is 100% secure. Although we take steps to protect your personal information, we cannot guarantee the absolute security of your Personal Information transmitted via your website or any platform. Any transmission is therefore at your own risk.
 - Mariannahill Mission Press does not share personal account information with others except to the extent necessary to complete an order, and will make our best efforts to protect against violations of our privacy policies. Employees of Mariannahill Mission Press who have access to your personal information and emails are required by contract to keep it confidential and are prohibited from using it for any purpose other than to carry out the services they are performing for Mariannahill Mission Press. We will not sell, trade, rent, give or otherwise provide your personal information to any third party for use in marketing or solicitation without your express consent. We will not knowingly monitor, edit or disclose the contents of your private communications with third parties unless required to do so by law or in the good faith belief that such action is necessary to:
 - (a) Conform to the law or comply with legal process served on SP;
 - (b) Protect and defend our rights or property; or
 - (c) Act under exigent circumstances to protect the personal safety of our customers or the public.
 - Mariannahill Mission Press neither endorses the contents of any of your communications nor assumes responsibility for such content, including but not limited to any threatening, libellous, obscene, harassing or offensive material contained therein, or any infringement of third party intellectual property rights

arising there from or any crime facilitated thereby. You would acknowledge and agree that certain technical processing of e-mail messages and their content may be required to:

- (a) Send and receive messages;
- (b) Conform to connecting networks' technical requirements;
- (c) Conform to the limitations of the e-mail service; or
- (d) Conform to other similar requirements.

- Our customers assume the responsibility of information control and protection for any personal information related to them once such information as provided, is uploaded and is now part of a fully functional application. They can do so by keeping access to such information protected by the safe keeping of passwords and/or access codes and any other information that may render their information easily accessible.

- **Information Disclosure**

Information disclosure happens when an application fails to properly protect sensitive and confidential information from exposure to users who are not normally supposed to have access to that data. While such issues are not exploitable in most cases, they are still considered web application security issues because they allow users and malicious hackers to gather valuable information. We take steps to protect your personal information from unauthorised access and against unlawful processing, accidental loss, destruction and damage.

We only keep your personal information for as long as we reasonably require and, in any event only for as long as the Data Protection Legislation allows. Where you have chosen a password that allows you to access certain parts of your application, you are responsible for keeping this password confidential. We advise you not to share your password with anyone.

In order to militate against misuse or inadvertent disclosure of information, the following procedures are observed at all times:

- Documents and files containing confidential information are kept in a safe place, with access restricted to individuals who 'need to know' that information in the necessary course of business. Code names should be used if necessary.
- Confidential documents should not be read or displayed in public places and should not be discarded where others can retrieve them.
- Employees must ensure they maintain the confidentiality of information in their possession outside of the office as well as inside the office.
- Transmission of documents by electronic means, such as by email or directly from one computer to another, should be made only where it is reasonable to believe that the transmission can be made and received under secure conditions.
- Access to confidential electronic data should be restricted through the use of passwords and documents should not be stored in shared directories.
- Make sure our web server does not send out response headers or background information that reveal technical details about the backend technology type, version or setup.
- Make sure that services running on the server's open ports do not reveal information about their builds and versions.
- Always make sure that proper access controls and authorizations are in place in order to disallow access for attackers on all web servers, services and web applications.
- Make sure that all exceptions are well handled when the web application fails and no technical information is reported in the errors.
- Sensitive data, files and any other item of information that do not need to be on the web servers should never be uploaded on the web server.
- Always check whether each of the requests to create/edit/view/delete resources has proper access controls, preventing privilege escalation issues and making sure that all the confidential information remains confidential.
- Enough validations should be employed by the backend code in order to catch all the exceptions and prevent the leakage of valuable information.
- Configuring the web server to suppress any exceptions that may arise and return a generic error page.

- **Third Party disclosure**

Third Party means any individual or organisation that works for or on behalf of or provides services to, for or on behalf of Mariannahill Mission Press.

Mariannahill Mission Press has partnered with selected service providers, whose services and solutions complement, facilitate and enhance our own. We share and disclose information (including Personal Information) about our customers in very limited circumstances.

These include but not limited to hosting and server co-location services, communication and content delivery networks, data and cyber security services, billing and payment processing services, domain name registrars, email distribution and monitoring services, remote access services and data optimization services. Such Third Part Services may receive or otherwise have access to our customers' Personal Information and/or Users of Users' Personal Information, in its entirety or in part depending on each of their particular roles and purposes in facilitating and enhancing our services and business, and may only use it for such purposes. However, in such instances, a third party to whom any confidential information is disclosed will be informed of its confidential nature and, prior to disclosure, will agree in writing to be bound by terms and conditions of confidentiality and non-use.

We do not provide legal advice to our customers or Users-of- Users, however we recommend that all our customers publish and maintain clear and comprehensive privacy policies on their user websites, in accordance with the applicable laws and regulations.

Mariannahill Mission Press has no direct relationship with the individual Users-of-Users whose Personal Information we process. Our customers are responsible for the security, integrity and authorized usage of such Users' Personal Information, and for obtaining consents, permissions and providing any fair processing notices required for the collection and usage of such information. If you are a visitor, user or customer of any of our Users, and would like to make any requests or queries regarding your Personal Information, please contact such User(s) directly.

- **Disclosures for National Security or Law Enforcement**

Under certain circumstances, we may be required to disclose your Personal Information in response to valid requests by public authorities, including to meet national security or law enforcement requirements, based on our legitimate interest or legal obligations.

- **Linked Websites**

For your convenience, you might choose to link some sites to your website. Under such circumstances, we are not responsible for, and this Privacy Notice does not apply to, the privacy practices of any linked sites or of any companies that we do not own or control. Linked sites may collect information on your website or application. We do not endorse any of these linked sites neither do we endorse their services or products described or offered on such linked sites, or any of the content contained on the linked sites. We encourage you to seek out and read the privacy notice of each linked site to understand how the information that is collected about you is used and protected.

Your Privacy Rights

You can always opt not to disclose information to us, but keep in mind some information may be needed in order for us to provide you with the desired service.

Changes to the Privacy Policy

We're constantly trying to improve our services to our customers. As such we may need to change this Privacy Notice from time to time. We will alert you to any changes by placing a notice on our Websites (<http://www.mariannahillpress.co.za>) and/or by sending you an email (if you have registered your e-mail details with us). You can see when this Privacy Notice was last updated by checking the date at the top of this Notice. You are responsible for periodically reviewing this Privacy Notice.

Contact Us

If you would like to receive further information about this policy or any of our safeguards, please contact:

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