SELECT DESIGNS

PRIVACY POLICY

How we collect, use and protect personal information

Version	1.0
Effective date	20 August 2026

1. Who we are

Select Designs is a trading name of Select Web (Pty) Ltd, registration number 2012/216849/07. In this policy, "Select Designs", "we", "us" and "our" refer to Select Web (Pty) Ltd trading as Select Designs.

We are the responsible party for personal information that we determine how and why to process. This policy explains how we collect, use, disclose, retain and protect personal information.

2. Scope of this policy

This policy applies when you visit selectdesigns.co.za, submit an enquiry, request a quotation, become a Customer, communicate with us or use our services.

It applies to website design and any optional services, including copywriting, ecommerce development, graphic design, branding, domains, hosting, maintenance and support.

Where we process personal information only on a Customer instruction while providing a service, the Customer may be the responsible party and we may act as an operator.

3. Personal information we may collect

- Identity and contact information, including your name, business name, position, email address, telephone number and physical or billing address.
- Enquiry and project information, including your brief, goals, website requirements, messages, files, content and feedback.
- Commercial and billing information, including quotations, invoices, payment status and transaction references. We do not ordinarily store complete payment card details.
- Account and access information supplied for a project, including website, hosting, domain, analytics, advertising or platform access details.
- Technical and usage information, including Internet Protocol address, browser type, device information, pages viewed, referring pages, approximate location, cookie identifiers and interaction data.
- Correspondence and service records, including approvals, support requests, call notes and complaint records.
- Any other information you voluntarily provide or that we lawfully receive while providing the services.

4. How we collect information

- Directly from you through website forms, email, telephone calls, meetings, quotations, contracts and project work.
- Automatically when you use our website, through cookies, analytics, security and similar technologies.
- From a person authorised to act for your organisation.
- From public sources, referrals, social networks or business platforms where collection is lawful and relevant.
- From service providers involved in hosting, security, analytics, advertising, payments or technical support.

5. Why we use personal information

- To respond to enquiries and prepare quotations or proposals.
- To assess, plan, provide and support our services.
- To communicate about projects, approvals, billing, hosting, maintenance and support.
- To administer contracts, invoices, payments, records and legal obligations.
- To operate, secure, troubleshoot and improve our website and services.
- To measure website use and understand how visitors find and interact with our content.
- To manage advertising, remarketing and campaign measurement where enabled and permitted.
- To prevent fraud, spam, abuse, malware, unauthorised access and other security threats.
- To protect our rights, enforce agreements and respond to lawful requests or disputes.
- To send relevant marketing communications where you have consented or where another lawful basis permits it. You may opt out at any time.

6. Lawful processing

We process personal information only where there is a lawful justification. Depending on the circumstances, this may include your consent, steps requested before entering a contract, performance of a contract, compliance with a legal obligation, protection of a legitimate interest, or another ground permitted under the Protection of Personal Information Act 4 of 2013 (POPIA).

Where information is required to provide a quotation or service, failure to supply it may prevent us from responding fully or performing the requested work.

7. Cookies and tracking technologies

Our website may use cookies and similar technologies to provide essential functionality, improve security, remember preferences, understand site use and measure advertising.

The tools used may include Google Analytics, Google reCAPTCHA, embedded Google Maps and Meta Pixel. These services may collect technical information and may place or read cookies according to their own policies.

Google reCAPTCHA is used to help distinguish genuine visitors from automated abuse. Embedded Google Maps may receive device and usage information when a map is loaded. Google Analytics helps us understand website traffic and use. Meta Pixel may help measure advertising and build audiences where enabled.

You can control non essential cookies through the consent options made available on the website and through your browser settings. Blocking some cookies may affect website functionality.

8. When we share personal information

We do not sell personal information.

We may share information only where reasonably necessary with employees, contractors, associate professionals, hosting and email providers, website and security providers, analytics and advertising platforms, accountants, payment providers, professional advisers, regulators, courts or other lawful authorities.

Service providers may process information only for the relevant service and must be subject to appropriate confidentiality, security or contractual obligations where required.

We may also disclose information during a genuine business sale, merger, restructuring or transfer, subject to appropriate safeguards and applicable law.

9. Cross border processing

Some providers may process or store information outside South Africa. Where personal information is transferred across borders, we will take reasonable steps to ensure that the transfer is permitted under section 72 of POPIA, including through appropriate contractual protections, applicable law, consent or another lawful basis.

10. Retention

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, to provide services, maintain business and tax records, resolve disputes, enforce agreements and meet legal obligations.

Retention periods vary according to the type of information and the service. When information is no longer required, we will delete, destroy or de identify it where reasonably practical, subject to lawful archival and backup cycles.

11. Security

We use reasonable technical and organisational measures designed to protect personal information against loss, misuse, unauthorised access, alteration or disclosure.

These measures may include access controls, password protection, secure hosting, software updates, malware protection, backups and restricted access according to operational need.

No internet transmission or storage system can be guaranteed completely secure. If we become aware of a security compromise involving your personal information, we will take the steps required by applicable law, which may include notifying the Information Regulator and affected persons.

12. Your rights

Subject to POPIA and any lawful limitation, you may ask whether we hold personal information about you, request access to it, ask that inaccurate or unnecessary information be corrected or deleted, object to certain processing, withdraw consent where processing depends on consent, or complain about our handling of your information.

We may need to verify your identity before responding. We may refuse or limit a request where the law permits or requires us to do so. Where a fee is legally permitted, we will explain it before providing the requested records.

Requests may be sent to enquiry@selectdesigns.co.za.

13. Direct marketing

We may send marketing messages where you have consented or where permitted by law. Each electronic marketing message will provide a reasonable way to opt out.

You may ask us to stop direct marketing at any time by using the unsubscribe method in the message or emailing enquiry@selectdesigns.co.za. Service, account, security and project communications are not marketing and may still be sent where necessary.

14. Third party websites and services

Our website may link to or embed third party websites and services. Their privacy practices are controlled by them, not by us. You should review their privacy policies before providing information or using their services.

15. Children

Our website and services are intended for businesses and adults. We do not knowingly collect personal information from children without the consent of a competent person or another lawful basis. If you believe a child has supplied information unlawfully, please contact us so that we can investigate and take appropriate action.

16. Changes, contact details and complaints

We may update this policy when our services, technology, providers or legal obligations change. The latest version and effective date will be published on our website.

Responsible party: Select Web (Pty) Ltd, trading as Select Designs
Registration number: 2012/216849/07
Physical address: 24 Tibouchina Place, Glen Hills, Durban, South Africa
Information Officer: Penny Prinsloo
Privacy enquiries and requests: enquiry@selectdesigns.co.za

Please contact us first if you have a privacy concern so that we can try to resolve it. You may also lodge a complaint with the Information Regulator of South Africa through its official complaints process at inforegulator.org.za.

Legal review note. This document is a commercial working draft prepared for Select Designs. It should be reviewed by a South African attorney before publication or contractual use.