

# Privacy Policy

Effective Date: 2025



**CNM IT Solutions (Pty) Ltd** ("CNM", "we", "us", "our") is committed to protecting the personal information of our customers, employees, partners, and visitors, in compliance with the **Protection of Personal Information Act 4 of 2013 (POPIA)**.

By engaging with CNM IT Solutions or using our services, you agree to the terms of this Privacy Policy.

## 1. WHAT INFORMATION WE COLLECT

We may collect the following personal and business information:

- Full name, company name, contact details (email, phone)
- Identification or registration numbers (e.g., company reg or ID)
- Billing and payment information
- Technical data (IP addresses, usage logs, cookies, device info)
- Any information voluntarily provided via forms, emails, or phone calls

## 2. HOW WE COLLECT INFORMATION

We collect personal information:

- Directly from you via email, phone, web forms, or contracts
- Automatically via our website and systems (e.g., server logs, monitoring tools)
- From third parties you authorise (e.g., resellers, MSP partners)

## 3. WHY WE PROCESS YOUR INFORMATION

We use personal information for the following purposes:

- To provide and manage cloud hosting and IT services
- To communicate with you regarding support, billing, and service updates
- To comply with legal, tax, and regulatory obligations
- To enhance security and monitor service usage
- To manage and improve our website and infrastructure

## 4. INFORMATION SHARING

We do not sell your personal information. We may share your data only:

- With service providers under strict confidentiality (e.g., data centre support, payment processors)
- Where legally required (e.g., under a court order or lawful request)
- With your explicit consent

## 5. DATA STORAGE & SECURITY

Your data is hosted securely in our **uMhlanga-based data centre**, within South Africa.

We implement technical and organisational safeguards including:

- Strict Firewall ruling
- Role-based access controls
- Regular data backups
- Surveillance and physical access controls

## 6. YOUR RIGHTS UNDER POPIA

You have the right to:

- Access or correct your personal information
- Object to or restrict processing
- Lodge a complaint with the **Information Regulator**
- Withdraw consent (where processing is based on consent)

Requests may be submitted to **info@cnm-it.co.za**.

## 7. RETENTION

We retain personal information only for as long as necessary to fulfill the purposes above or as required by law.

## 8. COOKIES & WEBSITE TRACKING

Our website may use cookies and analytics tools to improve performance and user experience. You may disable cookies in your browser settings.

## 9. CHANGES TO THIS POLICY

We may update this policy from time to time. The latest version will always be available at **www.cnm-it.co.za/privacy**.

### CONTACT US

**CNM IT Solutions (Pty) Ltd** • 96 Roberts Road, Clarendon, PMB, 3201  
info@cnm-it.co.za • 0861 CNM IT 1 • www.cnm-it.co.za