I. BACKGROUND

Phakamo Tech is an Enterprise Risk, Cloud Enablement & Cybersecurity Practice Company. Offering a full set of governance, risk, compliance, cybersecurity and Microsoft Cloud services that include consulting, planning, implementation and cyber incident response.

At Phakamo Tech – Cyber Security Solutions, accessible from Azure Marketplace and or phakamo.co.za, one of our main priorities is the privacy of our clients. This Privacy Policy document contains types of information that is collected and recorded by Phakamo Tech through the delivery or rendering Cyber Security Solutions and how we use it.

If you have additional questions or require more information about our Privacy Policy, do not hesitate to contact us.

As such our Privacy policy is paramount for accountability and regulation requirement such as:

- POPIA – Protection of Personal Information Act
- GDPR- General Data Protection Regulation
- ISO- International Organization for Standardization
- COBIT- Control Objectives for Information and Related Technologies
- NIST - National Institute of Standards and Technology
- CIS Control - Center for Internet Security Controls

II. POLICY PURPOSE

This Privacy Policy applies only to all our services and activities, is valid for clients whom we render cloud and or hybrid services with regards to the information that they shared and/or collect in Phakamo Tech – Cyber Security Solutions. This policy is not applicable to any information collected offline or via channels other than the Phakamo Tech’s Cyber Security Practice through Microsoft Security services.

I. CONSENT

By using our Microsoft Cybersecurity Services, you hereby consent to our Privacy Policy and agree to its terms.
II. INFORMATION WE COLLECT

The personal information that you are asked to provide, and the reasons why you are asked to provide it, will be made clear to you at the point we ask you to provide your personal information.

If you contact us directly, we may receive additional information about you such as your name, email address, phone number, the contents of the message and/or attachments you may send us, and any other information you may choose to provide.

When you register for an Account, we may ask for your contact information, including items such as name, company name, address, email address, and telephone number.

III. How We Use Your Information

We use the information we collect in various ways, including to:

- Provide, operate, and maintain our Cybersecurity services rendered
- Improve, personalize, and expand our Cybersecurity services rendered
- Understand and analyze how you use our Cybersecurity services rendered
- Develop new products, services, features, and functionality
- Communicate with you, either directly or through one of our partners, including for customer service, to provide you with updates and other information relating to the Cybersecurity Services rendered, and for marketing and promotional purposes
- Send you emails
- Find and prevent fraud

IV. LOG FILES

Phakamo Tech – Cyber Security Solutions follows a standard procedure of using log files. These files log visitors when they visit websites. All hosting companies do this and a part of hosting services’ analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analysing trends, administering the site, tracking users’ movement on the website, and gathering demographic information.

V. THIRD PARTY PRIVACY POLICIES

Phakamo Tech – Cyber Security Solutions’ Privacy Policy does not apply to other advertisers or cloud services or websites. Thus, we are advising you to consult the respective Privacy Policies of these third-party ad servers for more detailed information. It may include their practices and instructions about how to opt-out of certain options.

You can choose to disable cookies through your individual browser options. To know more detailed information about cookie management with specific web browsers, it can be found at the browsers’ respective websites.
I. GDPR DATA PROTECTION RIGHTS

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- The right to access – You have the right to request copies of your personal data. We may charge you a small fee for this service.
- The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete the information you believe is incomplete.
- The right to erasure – You have the right to request that we erase your personal data, under certain conditions.
- The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.
- The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.
- The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.
- If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us.