



ITWORX's Privacy Policy

ITWORX respects your privacy and are committed to protecting your personal information. This policy will inform you as to how we look after your personal data when your visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

Purpose of this privacy policy

This privacy policy aims to give you information on how ITWORX collects and processes your personal data through your use of this website, including any data you may provide through this website when you [sign up to our newsletter OR purchase a product or service OR take part in a competition.

Our business and website are not intended for children, and we do not knowingly collect data relating to children.

It is important that you read this privacy policy together with any other privacy policy or fair processing policy we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy policy supplements other notices and privacy policies and is not intended to override them

What data we collect about you?

We receive, collect, and store any information you enter on our website or provide us in any other way.

We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page.

In addition, we also collect, use, store and transfer different kinds of personally identifiable information about you such as:

We may collect, use, store and transfer different kinds of personal data about such as:

- Identity Data includes [first name, last name, username, company name or similar identifier, title, date of birth and gender.
- Contact Data includes [billing address, delivery address, email address and telephone numbers including mobile numbers].
- Transaction Data includes [details relating to the products and services you have purchased from us and end-user information such as first name, last name, job title, company name, telephone number and email address which you provide to purchase solutions.
- Technical Data includes [internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website].
- Profile Data includes [purchases or orders made by you, your interests, preferences, feedback, product reviews, recommendations, and survey responses].
- Usage Data includes [information about how you use our website, products, and services].
- Marketing and Communications Data includes [your preferences in receiving marketing from us and our third parties and your communication preferences]. We also collect, use and share. We use third party tools including the WordPress Platform (see 'How do we store, use, share and disclose site visitors' personal information' section below).



- Third-party links includes [links to third-party websites, plug-ins, and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you]. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data could be derived from your personal data but is not considered personal data in law as this data will not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy policy.

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

How do we collect information?

We use different methods to collect data from you and about you through:

Direct interactions when you enter a partner agreement or SLA with ITWORX to purchase our solutions this includes:

- Company details include [registered company name, trading name, company registration number, company vat number, years of trading, number of employees, turnover, nature of business, physical address, postal address, contact telephone numebtrs and website].
- Personal details include [contact first name, last name, job tilte, phone number and email address].
- Trade references include [company name, contact name, phone number, job title and email address] to verify the information you have provided on an agreement or SLA and if you are good for trade credit facilities from us.

We also collect information you provide us [identify and contact details] by filling in forms or by corresponding with us by phone, email, or website. This includes personal data you provide when you:

- Book for an event or webinar
- Subscribe to newsletter or promotional information
- Request marketing to be sent to you
- Give us feedback or contact us.

Automated technolgies or interactions. As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technologies.

We collect personal information you give us when you request for more information, fill out a form or enter information on our site such as your name, contact number, and email address. Your personal information will be used for the specific reasons stated above only.

Why do we collect such personal information?

We collect such Non-personal and Personal Information for the following purposes including but not limited to:

- To provide and operate the business operations.



- Servicing our customer accounts and/or managing our relationship with you.
- To provide our suppliers with ongoing customer assistance and technical support.
- Provide benefits and services to customers and suppliers.
- To be able to contact our Visitors and Users with general or personalised service-related notices and promotional messages.
- Confirming and verifying identity for security purposes.
- Making payments and confirming that payments are made to the correct beneficiaries.
- Assessing and processing instructions, queries and requests received.
- Identifying and confirming authorised third parties.
- Updating records with the correct and current information to keep in contact.
- Auditing, reporting, and record keeping purposes.
- Archiving emails for disaster recovery purposes.
- Legal reporting obligations.
- Any other legitimate business interests.
- To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services.
- To comply with any applicable laws and regulations.

How do we store, use, share and disclose site visitors' personal information?

Our company is hosted on the WordPress platform provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through WordPress data storage, databases, and the general WordPress applications. They store your data on secure servers behind a firewall.

Your data may be stored on our Customer Relationship Management Software (CRM) platform or our secure OneDrive which is also backed up to the cloud.

We may use the information we collect from you when you are:

- Interested in our receiving more information about ITWORX's or our supplier solutions.
- About to enter a contract with ITWORX to purchase our solutions.
- Respond to a survey or marketing communication, to allow us to better service you in responding to your customer services request.
- To send periodic emails regarding ITWORX's or our suppliers' products and services.
- Disclosures of your personal data and that of your clients to third parties i.e., suppliers of ITWORX maybe shared where purchases are made what require a solution to be associated with your client [includes first name, last name, contact number, company name, email address and physical address].
- International transfers – we only transfer personal data across national and international borders in compliance with applicable laws. And where suppliers outside Botswana require your contact details to license your software and provide unique keycodes.
- Third parties to whom you have given us authority and permission to contact you.
- Where we need to comply with a legal obligation.

How do we communicate with our website site visitors and channel partners?

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

How do we use cookies and other tracking tools?



Our site, just like many others uses cookies. These cookies help us to improve our website and create a better web experience whilst you navigate through the website. We also use third-party cookies that help us analyse and understand how you use this website. These cookies will be stored in your browser only with your consent. You also have the option to optout of these cookies. But opting out of some of these cookies may influence your browsing experience. (See our cookies policy for more information)

How can our site visitors, prospects and channel partners withdraw their consent/optout?

If you do not want us to process your data anymore or to stop us from sending you marketing message, you can contact marketing@itworx.co.bw or use the optout links on any marketing messages sent to you.

Privacy policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Change of purpose We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us. If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Data security

We have implemented robust security measures to safeguard your personal data, aiming to prevent any accidental loss, unauthorised access, alteration, or disclosure. Our access controls are stringent, allowing only employees, agents, contractors, and third parties with a genuine business need to access your data. Importantly, they process your personal data under strict instructions and are bound by confidentiality obligations.

Our procedures include a well-defined approach to address any potential breaches of personal data. In cases where legal requirements dictate, we will promptly notify you and the relevant regulatory authorities of any such breaches.

We are committed to storing your personal data securely, aligning with our internal security protocols and applicable legal requirements. It's worth noting that despite our best efforts, complete security in data transmission over the Internet or other networks cannot be guaranteed at 100%. While we work diligently to protect your information, the transmission of data to us remains at your own risk.

Data retention

How long will you use my personal data for?

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting, or other requirements



Your legal rights

You have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- If you want us to establish the data's accuracy.
- Where our use of the data is unlawful, but you do not want us to erase it.
- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
- You have objected to our use of your data, but we need to verify whether we have overriding legitimate grounds to use it.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

Questions and your contact information

If you would like to: access, correct, amend, or delete any personal information we have about you, you are invited to contact us at marketing@itworx.co.bw

If you have any questions about this privacy policy or our privacy practices, please contact our data privacy manager in the following ways:

Full name of legal entity: ITWORX Pty Ltd
Email address: marketing@itworx.co.bw
Telephone number: +267 395 9936