

# Privacy Policy - Webgrow Studio

**Last updated:** December 2025

## 1. Who We Are

Webgrow Studio (“we”, “us”, “our”) is committed to protecting your privacy and ensuring that personal information is handled securely, transparently, and in accordance with the **Protection of Personal Information Act (POPIA) of South Africa**.

This privacy policy explains how we collect, store, disclose, and protect your information when you access our website ([www.webgrowstudio.co.za](http://www.webgrowstudio.co.za)) or engage our services. By using our website or services, you agree to the terms outlined in this policy.

**Email:** [main@webgrowstudio.co.za](mailto:main@webgrowstudio.co.za)

**Phone:** +27 79 921 9874

## 2. Information We Collect

### Personal Information

- Full name
- Email address
- Phone or WhatsApp number
- Business name and industry
- Billing and payment information
- Any information you voluntarily provide (project details, inquiry type, files, etc.)

We do not collect sensitive information such as ID numbers, health data, race, or religion unless explicitly required.

### Automatically Collected Information

- IP address
- Browser type and device information
- Pages visited and time spent on the website
- Cookies and usage analytics
- Referring website links

## Client Project Information

- Website content, images, branding assets
- Payment instructions and communication records
- Login credentials (only if necessary and provided willingly)

We treat sensitive project data securely and do not access or use it for any purpose outside of the agreed services.

## 3. Purpose of Collection

- Respond to inquiries and provide quotations
- Deliver web development, design, and maintenance services
- Communicate updates, reports, and project progress
- Create invoices, process payments, and maintain billing records
- Improve our website, services, and customer support
- Comply with legal obligations under South African law
- Protect our rights, services, and digital infrastructure

We will never sell or misuse your personal information.

## 4. Legal Basis & Compliance

We comply with South Africa's POPIA. We process data lawfully, fairly, and transparently, limit data collection to necessary information, and implement reasonable security measures.

## 5. Sharing Your Information

- Trusted third-party service providers (hosting, email, payment processors, security providers)
- Legal authorities if required by law or court order
- Subcontractors or developers only when necessary to complete your project
- With your full consent

All third-party partners are obligated to protect your information and comply with POPIA.

## 6. Data Retention

- Providing services

- Meeting legal and tax requirements
- Handling disputes or enforcing agreements

Project files may be stored for reference unless a client requests deletion.

## 7. Your Rights

- Request access to your personal information
- Correct, update, or delete inaccurate or outdated data
- Withdraw consent to processing (if previously given)
- Object to certain processing activities
- Request details on third-party information sharing

To exercise these rights, contact [main@webgrowstudio.co.za](mailto:main@webgrowstudio.co.za).

## 8. Security

- Encrypted communication channels
- Secure, password-protected systems
- Access control and internal confidentiality agreements
- Regular backups and monitoring for vulnerabilities

Despite these measures, no system is completely secure. Webgrow Studio cannot guarantee absolute protection against cyber attacks but continuously strengthens its security practices.

## 9. Cookies and Tracking

- Website performance
- User behavior and navigation
- Traffic source and device types

You can disable cookies in your browser settings, but some features may not function correctly.

## 10. Policy Updates

We may update this Privacy Policy as needed. Check this page periodically for updates.

## 11. Contact

**Email:** [main@webgrowstudio.co.za](mailto:main@webgrowstudio.co.za)

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