

WEBGROW STUDIO

PRIVACY POLICY

Effective Date: 04 September 2026

Last Updated: 04 September 2026

Webgrow Studio ("Webgrow Studio", "Webgrow", "we", "us" or "our") respects the privacy of individuals whose personal information we collect and process.

This Privacy Policy explains how Webgrow Studio collects, uses, stores, shares, and protects personal information when you visit our website, communicate with us, purchase our services, or use services provided by Webgrow Studio.

This Privacy Policy is intended to operate in accordance with applicable South African privacy and data-protection laws, including the Protection of Personal Information Act 4 of 2013 (POPIA) and other applicable legislation.

By using our website or services, you acknowledge that you have read and understood this Privacy Policy.

1. Who We Are

Webgrow Studio is a South African digital services business providing services including:

- Website design;
- Website development;
- Website hosting;
- Email-only hosting;
- Domain registration;
- Website maintenance;
- Search Engine Optimization (SEO); and
- Related digital and technology services.

For privacy-related questions or requests, you may contact us using the details provided at the end of this Policy.

2. Information We Collect

We may collect personal information and business information that is reasonably necessary to provide our services and operate our business.

Depending on how you interact with Webgrow Studio, this may include:

2.1 Personal Information

- Full name;
- Email address;
- Telephone or mobile number;
- Physical or business address;
- Other contact information;
- Communications and enquiries submitted to us; and
- Other information voluntarily provided by you.

2.2 Business Information

Depending on the services requested, we may collect:

- Business name;
- Business contact details;
- Business description;
- Business address;
- Business website information;
- Products and services offered;
- Branding information;
- Social media information;
- Website content;
- Domain information;
- Service and hosting requirements; and
- Other information required to provide the requested service.

2.3 Information Submitted Through Forms

Our website may contain forms that collect information for specific purposes.

For example, our quotation/request form may collect:

- Full name;
- Email address;
- Business name;
- Estimated budget;
- Preferred package;
- Type of website required; and
- Additional information provided in a message.

Our contact form may collect:

- Name;

- Telephone number;
- Email address;
- Type of enquiry; and
- Message or other information submitted by the user.

We only use information submitted through these forms for legitimate business purposes, including responding to enquiries, preparing quotations and providing requested services.

3. Information We Do Not Intentionally Collect

Webgrow Studio does not currently request government identity documents or passwords through its standard website forms.

Clients should not submit passwords, payment-card numbers, banking passwords or other highly sensitive credentials through general contact or quotation forms.

Where credentials are required for a specific technical service, Webgrow Studio will use appropriate procedures where reasonably possible.

4. Automatically Collected Technical Information

When you visit or interact with our website or hosted services, certain technical information may be automatically collected.

This may include:

- IP address;
- Browser type;
- Device information;
- Operating system;
- Date and time of access;
- Requested pages or resources;
- Referring information;
- Server logs;
- Error logs;
- Security-related information; and
- Other technical information necessary for operating and securing our systems.

This information may be collected through our hosting infrastructure, cPanel, web servers, security systems, firewalls and other technical services.

We may use this information to:

- Maintain and operate our services;
- Monitor system performance;

- Detect and prevent security threats;
- Investigate suspicious activity;
- Troubleshoot technical problems;
- Protect our infrastructure;
- Prevent abuse and fraud; and
- Improve our services.

5. Cookies and Similar Technologies

Our website may use cookies and similar technologies to provide functionality, improve user experience, analyze website usage, maintain security or support other legitimate business purposes.

Cookies may allow our website to recognize a browser or remember certain preferences.

Depending on the services and technologies implemented on our website, cookies may be:

- Necessary for website functionality;
- Security-related;
- Analytical;
- Preference-related; or
- Related to other website functionality.

Where required by applicable law, Webgrow Studio will provide appropriate information or controls regarding non-essential cookies.

Because the technologies used on our website may change over time, this Privacy Policy may be supplemented by our Cookie Policy.

6. How We Use Personal Information

We may process personal information for legitimate business and service-delivery purposes, including:

Providing Services

- Creating and developing websites;
- Providing hosting;
- Providing email hosting;
- Registering and renewing domains;
- Providing maintenance and technical support;
- Providing SEO services;
- Managing client accounts; and
- Delivering other requested services.

Communication

- Responding to enquiries;
- Communicating about projects;
- Providing customer support;
- Sending service notifications;
- Sending invoices and payment-related communications;
- Providing renewal reminders; and
- Communicating important changes to services.

Payments

We may process information necessary to confirm and manage payments.

Payment processing may be performed through third-party payment providers.

Webgrow Studio does not intentionally collect or store clients' full payment-card information through its general website forms.

Where PayFast is used, payment information is handled by PayFast in accordance with its own privacy and security practices.

Security

We may process information to:

- Detect fraud;
- Prevent abuse;
- Investigate security incidents;
- Protect our systems;
- Prevent unauthorized access;
- Detect malicious activity; and
- Maintain the security and reliability of our services.

Legal and Regulatory Requirements

We may process and retain information where reasonably necessary to:

- Comply with applicable laws;
- Respond to lawful requests;
- Maintain business and financial records;
- Resolve disputes;
- Establish or defend legal claims; or
- Protect our legal rights.

Business Improvement

We may use appropriate information to:

- Improve our website;
- Improve our services;
- Understand service usage;
- Diagnose technical problems;
- Develop new services; and
- Improve customer experience.

7. Client Data Processed Through Hosting Services

Webgrow Studio may provide hosting infrastructure for websites, databases, email systems and other digital services operated by our Clients.

As a result, Webgrow Studio may process or store information belonging to a Client's customers, website visitors or users.

For example:

A customer may submit information through a contact form on a website hosted by Webgrow Studio.

In such circumstances, Webgrow Studio may be acting as a service provider or processor of information on behalf of the Client.

The Client remains responsible for determining why and how personal information collected through its own website is processed, including ensuring that its own privacy notices and practices comply with applicable law.

Webgrow Studio will take reasonable technical and organizational measures to protect information processed through its infrastructure.

8. Domain Registration Information

When Webgrow Studio registers or renews a domain on behalf of a Client, we may collect information necessary to complete the registration.

This may include:

- Name;
- Business or organization name;
- Email address;
- Telephone number;
- Address; and
- Other information required by the applicable domain registrar.

This information may be provided to the relevant domain registrar or registry where necessary to register, maintain or manage the domain.

Domain registration is therefore subject to the privacy practices and requirements of the applicable registrar and registry.

9. Third-Party Service Providers

Webgrow Studio uses third-party technology and service providers to operate and deliver its services.

Depending on the service, these may include:

- Domains.co.za — domain and related services;
- Afrihost — hosting and/or infrastructure-related services;
- Cloudflare — security, networking and related services;
- Microsoft — software, cloud or business services where applicable;
- Amazon Web Services (AWS) — cloud infrastructure and related services where applicable;
- PayFast — payment processing; and
- Other technology or service providers that may be introduced as our services develop.

Third-party providers may process information on our behalf or as part of providing their services.

We aim to use reputable service providers and take reasonable steps to ensure that information is handled appropriately.

Third-party providers may have their own privacy policies and terms, which may apply to information processed through their services.

10. Sharing Personal Information

Webgrow Studio does not sell personal information as a business practice.

We may disclose or provide access to personal information where reasonably necessary to:

- Provide a requested service;
- Register or manage a domain;
- Provide hosting or email services;
- Process payments;
- Provide technical support;
- Maintain infrastructure;
- Protect our systems;
- Prevent fraud or abuse;

- Comply with legal obligations;
- Respond to lawful requests;
- Resolve disputes; or
- Protect the rights, property or safety of Webgrow Studio, our Clients or other parties.

We aim to limit information shared with third parties to information reasonably necessary for the relevant purpose.

11. Marketing Communications

Webgrow Studio may use contact information to communicate promotional offers, new services, updates, campaigns or other marketing information where permitted by applicable law.

Marketing communications may be sent through channels such as:

- Email;
- WhatsApp;
- SMS; or
- Other communication channels used by Webgrow Studio.

Recipients may request to stop receiving marketing communications.

Where an unsubscribe or opt-out mechanism is provided, it may be used to withdraw from future marketing communications.

A marketing opt-out will not prevent us from sending important non-marketing communications relating to services already purchased, including invoices, payment notices, security notices, service interruptions, renewals or contractual communications.

12. Data Retention

Webgrow Studio retains personal information only for as long as reasonably necessary for the purposes for which it was collected or processed.

The appropriate retention period may depend on:

- The nature of the information;
- The purpose for which it was collected;
- The services provided;
- The Client relationship;
- Legal and regulatory requirements;
- Accounting and financial obligations;
- Security requirements;
- Dispute-resolution requirements; and
- Other legitimate business requirements.

We therefore do not promise a single fixed retention period for all personal information.

When information is no longer reasonably required, Webgrow Studio may securely delete, destroy, anonymize or otherwise dispose of it, subject to applicable legal and operational requirements.

13. Data Deletion

Clients may request that Webgrow Studio delete personal information where deletion is legally and technically possible.

However, we may be required to retain certain information where necessary for:

- Legal compliance;
- Tax or accounting purposes;
- Fraud prevention;
- Security;
- Contractual records;
- Dispute resolution;
- Establishing or defending legal claims; or
- Other legitimate legal or business purposes.

Deletion of information may also affect the ability to continue providing certain services.

For example, deletion of information required for domain registration or account management may prevent Webgrow Studio from continuing to provide the associated service.

14. Access and Correction

Where applicable, individuals may request information regarding the personal information Webgrow Studio holds about them.

Individuals may also request that inaccurate or outdated personal information be corrected or updated.

Requests should be submitted using the contact information provided at the end of this Privacy Policy.

Webgrow Studio may take reasonable steps to verify the identity of the person making a request before releasing or changing personal information.

15. Data Security

Webgrow Studio takes reasonable technical and organizational measures to protect personal information against unauthorized access, loss, misuse, alteration, disclosure or destruction.

Depending on the service and infrastructure involved, our security environment may include technologies and services such as:

- DDoS protection;
- FortiGate firewalls;
- Web Application Firewall (WAF) protection;
- Monarx malware protection;
- Imunify360 security;
- SpamExperts;
- CageFS security;
- HTTPS/SSL encryption;
- Access controls;
- Server security controls;
- Monitoring and logging; and
- Other security technologies.

No internet-based system can be guaranteed to be completely secure.

Accordingly, while Webgrow Studio takes reasonable measures to protect information, we cannot guarantee absolute security.

16. Security Incidents

If Webgrow Studio becomes aware of a security incident involving personal information, we will assess the incident and take reasonable steps to contain, investigate and address it.

Where applicable law requires notification to affected individuals or a relevant authority, Webgrow Studio will take the required steps.

Clients are also responsible for maintaining appropriate security practices for their own websites, accounts, credentials and content.

17. International Data Transfers

Some third-party technology providers used by Webgrow Studio may operate infrastructure or process information outside South Africa.

Where personal information is transferred to or processed in another jurisdiction, Webgrow Studio will take reasonable steps to ensure that such processing is conducted in accordance with applicable legal requirements.

Third-party providers may also have their own international data-processing arrangements.

18. Children's Information

Webgrow Studio's services are primarily intended for businesses, organizations and general users.

We do not intentionally collect personal information from children through our general business forms.

If we become aware that personal information belonging to a child has been submitted without appropriate lawful authority, we may take reasonable steps to delete or otherwise address the information.

19. Information Provided by Clients

Clients are responsible for ensuring that information and content they provide to Webgrow Studio is accurate and that they have the necessary rights and permissions to provide it.

Where a Client provides Webgrow Studio with personal information belonging to another person, the Client is responsible for ensuring that the collection and disclosure of that information to Webgrow Studio is lawful.

20. Client Websites and Privacy Responsibilities

Where Webgrow Studio develops or hosts a website for a Client, the Client remains responsible for determining the privacy requirements applicable to that website and its users.

This may include responsibility for:

- The Client's privacy policy;
- Website forms;
- Cookies;
- Marketing communications;
- Customer databases;
- Analytics;
- Customer consent;
- Data collected through the Client's website; and
- Other processing performed for the Client's own business purposes.

Webgrow Studio may assist with implementing technical features, but technical implementation does not transfer the Client's legal responsibilities to Webgrow Studio.

21. Links to Third-Party Websites

Our website may contain links to third-party websites or services.

Webgrow Studio is not responsible for the privacy practices, content or security of third-party websites.

Users should review the privacy policies of third-party websites before providing personal information to them.

22. Changes to This Privacy Policy

Webgrow Studio may update this Privacy Policy from time to time.

Changes may be made to reflect:

- Changes in our services;
- Changes in technology;
- Changes in third-party providers;
- Changes in applicable law;
- Changes in our data-processing practices; or
- Other operational requirements.

The latest version published on our website will indicate the most recent update date.

23. Your Privacy Rights

Subject to applicable law, individuals may have rights relating to their personal information, including the right to:

- Request access to personal information;
- Request correction of inaccurate information;
- Request deletion where legally permitted;
- Object to certain processing;
- Withdraw consent where processing is based on consent;
- Opt out of direct marketing; and
- Lodge a complaint regarding the handling of personal information.

These rights may be subject to lawful limitations and exceptions.

24. Complaints

If you have a concern regarding how Webgrow Studio handles your personal information, we encourage you to contact us first so that we can investigate and attempt to resolve the matter.

Nothing in this Privacy Policy prevents an individual from exercising any right to lodge a complaint with a relevant regulatory authority where permitted by law.

25. Contact Us

For privacy-related questions, requests, corrections, deletion requests or other concerns regarding personal information, please contact:

Webgrow Studio

South Africa

Email: info@webgrowstudio.co.za

Website: www.webgrowstudio.co.za

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