

Privacy Policy

Effective Date: 02 July 2024

Dora Tamana Cooperative Agency (DTCA) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website www.dtca.org.za. Please read this privacy policy carefully. If you do not agree with the terms of this privacy policy, please do not access the site.

Information We Collect

Personal Data

We may collect personally identifiable information, such as your name, email address, phone number, and demographic information (such as your age and gender) that you voluntarily give to us when you register on the site, subscribe to our newsletter, or participate in activities on the site (such as online chat and message boards).

Derivative Data

Information our servers automatically collect when you access the site, such as your IP address, your browser type, your operating system, your access times, and the pages you have viewed directly before and after accessing the site.

Financial Data

Financial information, such as data related to your payment method (e.g., valid credit card number, card brand, expiration date) that we may collect when you purchase, order, return, exchange, or request information about our services from the site. We store only very limited, if any, financial information that we collect. Otherwise, all financial information is stored by our payment processor, Pay Fast and you are encouraged to review their privacy policy and contact them directly for responses to your questions.

Use of Your Information

Having accurate information about you permits us to provide you with a smooth, efficient, and customized experience. Specifically, we may use information collected about you via the site to:

- Create and manage your account.
- Process your transactions and send you related information.
- Send you informational communications.
- Send you product or service updates.
- Improve the site and our services.
- Respond to your inquiries and offer customer support.
- Perform other business activities as needed.

Disclosure of Your Information

We may share information we have collected about you in certain situations. Your information may be disclosed as follows:

By Law or to Protect Rights

If we believe the release of information about you is necessary to respond to legal process, to investigate or remedy potential violations of our policies, or to protect the rights, property, and safety of others, we may share your information as permitted or required by any applicable law, rule, or regulation.

Service Providers

We may share your information with third parties that perform services for us or on our behalf, including payment processing, data analysis, email delivery, hosting services, customer service, and marketing assistance.

Business Transfers

We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

Security of Your Information

We use administrative, technical, and physical security measures to help protect your personal information. While we have taken reasonable steps to secure the personal information you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse.

Policy for Children

We do not knowingly solicit information from or market to children under the age of 13. If we learn that we have collected personal information from a child under age 13 without verification of parental consent, we will delete that information as quickly as possible. If you become aware of any data we have collected from children under age 13, please contact us at info@dtca.org.za.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time in order to reflect changes to our practices or for other operational, legal, or regulatory reasons. We will notify you of any changes by posting the new Privacy Policy on this page.