



Dagne Group
dagnegroup.co.za

Dagne Group Privacy Policy

1. Introduction

Dagne Group, including its divisions—Dagne Water and Auxiliary Services, Dagne Auxiliary Security Services, and Sembrel—values your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, store, and protect your data in compliance with the Protection of Personal Information Act (POPIA) and other applicable privacy laws.

2. Information We Collect

We collect personal information from you when you interact with us, including but not limited to:

- **Personal Identification Information:** Name, job title, contact details (phone number, email address), and company information.
- **Business Information:** Information related to the services you request or the business transactions you engage in with Dagne Group.
- **Website Usage Information:** Data collected automatically when you visit our website, such as IP addresses, browser type, and browsing behavior through cookies and analytics tools.

3. How We Use Your Information

Dagne Group uses the information collected for the following purposes:

- **Service Delivery:** To provide and manage our services, including project execution, customer support, and contractual obligations.
- **Communication:** To respond to inquiries, provide information on our services, and send updates or promotional materials, if consented to.
- **Legal Compliance:** To comply with legal and regulatory requirements, including those related to security, fraud prevention, and data protection.
- **Website Improvement:** To analyze website usage patterns and enhance the user experience.

4. Sharing of Information

Dagne Group does not sell or share your personal information with third parties except:

- With service providers who assist us in delivering our services (e.g., IT support, marketing agencies), subject to confidentiality agreements.
- When required by law or to protect the rights, property, or safety of Dagne Group, its employees, or others.
- With your consent, where required.



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5. Security of Your Information

We implement appropriate technical and organizational measures to safeguard your personal information against unauthorized access, alteration, disclosure, or destruction. This includes secure storage, access controls, and regular reviews of our security practices.

6. Retention of Information

We retain personal information only as long as necessary to fulfill the purposes for which it was collected or as required by law. Once no longer needed, data is securely deleted or anonymized.

7. Your Rights

Under POPIA and other applicable privacy laws, you have the right to:

- Access the personal information we hold about you.
- Request corrections or updates to your personal information.
- Object to the processing of your data under certain circumstances.
- Withdraw consent where it has been previously given.
- Lodge a complaint with the Information Regulator if your privacy rights are violated.
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8. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to collect information about your browsing activities. You can manage your cookie preferences through your browser settings. Please note that disabling cookies may affect your experience on our website.

9. Third-Party Websites

Our website may contain links to third-party websites. Dagne Group is not responsible for the privacy practices or content of these external sites, and we encourage you to review their privacy policies before providing any personal information.



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10. Changes to This Privacy Policy

Dagne Group reserves the right to update this Privacy Policy to reflect changes in our practices or legal requirements. Any updates will be posted on our website, and we recommend reviewing this policy regularly.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your personal information, please contact us at:

Email: dagnewater@gmail.com

Phone: 083 718 1358