



Privacy Policy



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1. Terms and Definitions

The terms “we”, “us” and “our” refer to HDRT.

The terms “you” “yourself” and “your”, refer to you, being that person who reads and accepts this Privacy Policy.

“**Personal Information**” means information relating to an identifiable, living, natural person, and where applicable, an identifiable, existing juristic person, including, but not limited to, the name, race, gender, marital status, address and identifying number of a person, symbol, e-mail address, physical address, telephone number, location information, online identifier or any other particular assignment to the person.

2. Introduction

We are HDRT which stands for Hennie’s Drone Repair & Training Pty (Ltd), Registration number: 2018/039 393.

We respect your privacy and take the protection of personal information very seriously. The purpose of this policy is to describe the way that we collect, store, use, and protect personal information that can be associated with you or another specific natural or juristic person and can be used to identify you or that person (personal information)

By using our site and/or services, you are agreeing to the terms and conditions of this Privacy Policy. This policy only applies to personal information.

This policy applies to you if you are:

- a visitor to our website; or
- a customer who has ordered or requested the goods or services that we provide.

This Privacy Policy does not apply to other entities that are not owned or controlled by HDRT, nor does it apply to persons that are not employees or agents of HDRT, or that are not under HDRT’s control.

3. Consent

You must accept all the terms of this policy when you order our goods or request our services. If you do not agree with anything in this policy, then you may not order our goods or request our services.

By accepting this policy, you are deemed to have read, understood, accepted, and agreed to be bound by all of its terms.

We may only process your personal information with your prior express and verifiable consent for a specific purpose. Such purposes may include, amongst others (i) completing a request for a quotation (ii) booking a demonstration (iii) completing a contact form for communications with our staff (iv) booking a service/repair (v) completing a request for training.

In assessing your eligibility for the services, we may perform certain automated processing of your personal information.

In all circumstances we will provide you with an opportunity to say no.

3.1 Withdrawal of Consent

If after you submitted your form, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your personal information, at any time, by contacting us at email address admin@hdrt.co.za or by following our PAIA Manual.

You may not be able to opt-out of all information sharing, such as information sharing with credit card processors, in connection with payment for services already provided by HDRT or certain information sharing with third parties that we are legally required to provide imposed on us by law. (For more information, see Disclosure below).

3.2 Legal Capacity and Minors

If you are below the age of 18 years, you must always get permission from your parent or guardian before you give us your personal information. We may check that your parent or guardian has given you such permission, for example by asking you to provide us with your parent's or guardian's contact details so that we can contact them. We may also check that the contact details you have given us are correct and are the details of a person who is actually your parent or guardian. If we are not able to verify such permission or if a parent or guardian confirms that you do not have their permission, you may not order our goods or request our services or do not have legal capacity to conclude legally binding contracts.

As a result, HDRT does not specifically collect information about minors. If we learn that HDRT has collected information from a minor under the age of 18, we will delete that information as quickly as possible.

4. Data Collection

4.1 Information You Give Us

You provide us directly with certain personal information-

- by filling in forms on our websites, or those provided to you;
- when you enter a competition, promotion, donations or complete a survey;
- by posting comments or content on our social media pages; or
- when you contact us or we contact you and you provide information directly to us.

Personal information that we may collect when you complete a form to use our services:

- your name and surname;
- your email address;
- your mobile number;
- your date of birth;
- your physical and/or postal address.

We will use this personal information to fulfil your request, provide additional services and information to you as we reasonably think appropriate, and for any other purposes set out in this policy.

4.2 On Order or Request

When you order our goods or request our services from us, you will be asked to provide us with additional information on a voluntary basis (goods or services information).

4.3 From Browser

We automatically receive and record Internet usage information on our server logs from your browser, such as your Internet Protocol address (IP address), browsing habits, click patterns, version of software installed, system type, screen resolutions, colour capabilities, plug-ins, language settings, cookie preferences, search engine keywords, JavaScript enablement, the content and pages that you access on the website, and the dates and times that you visit the website, paths taken, and time spent on sites and pages within the website (usage information). Please note that other websites visited before entering our website might place personal information within your URL during a visit to it, and we have no control over such websites. Accordingly, a subsequent website that collects URL information may log some personal information.

4.4 Cookies

We may place small text files called 'cookies' on your device when you visit our website. These files do not contain personal information, but they do contain a personal identifier allowing us to associate your personal information with a certain device. These files serve a number of useful purposes for you, including:

- tailoring our website's functionality to you personally by letting us remember your preferences;
- improving how our website performs;
- allowing third parties (include all cloud based services) to provide services to our website; and
- helping us deliver targeted advertising where appropriate in compliance with the applicable laws.

Your internet browser generally accepts cookies automatically, but you can often change this setting to stop accepting them. You can also delete cookies manually. However, no longer accepting cookies or deleting them will prevent you from accessing certain aspects of our website where cookies are necessary. Many websites use cookies and you can find out more about them at www.allaboutcookies.org.

4.5 Links

When you click on links on our Site, they may direct you away from our Site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

4.6 Optional details

You may also provide additional information to us on a voluntary basis (optional information). This includes when you enter competitions, take advantage of promotions, respond to surveys, order certain additional goods or services, or otherwise use the optional features and functionality of our website.

5. Data Usage

We only collect personal information that is relevant to the purpose and business of our Site. This information allows us to provide you with a customized and efficient experience. We do not process this information in a way that is incompatible with this objective.

We may use or process any goods or services information, or optional information that you provide to us for the purposes that you indicated when you agreed to provide it to us. Processing includes gathering your personal information, disclosing it, and combining it with other personal information. We generally collect and process your personal information for various purposes, including:

- goods or services purposes – such as providing information about collecting orders or requests for and providing our goods or services;
- marketing purposes – such as pursuing lawful related marketing activities and effective advertising;
- business purposes – such as internal audit, accounting, business planning, and joint ventures, disposals of business, or other proposed and actual transactions; and
- legal purposes – such as handling consumer protection claims, complying with regulations, or pursuing good governance.

We may use your usage information for the purposes described above and to:

- remember your information so that you will not have to re-enter it during your visit or the next time you access the website;
- monitor website usage metrics such as total number of visitors and pages accessed; and
- track your entries, submissions, and status in any promotions or other activities in connection with your usage of the website.

5.1 Your Obligations

You may only send us your own personal information or the information of another individual or juristic person where you have their permission to do so.

5.2 Our Obligations

We may use your personal information to fulfil our obligations to you.

The general use of our site does not require registration and as such, subject to the restrictions and provisions of this Privacy Policy, you can visit our website without providing your personal information.

5.3 Security of Personal Information

To protect your personal information, we also take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

We take the security of personal information very seriously and always do our best to comply with applicable data protection laws. Our website hosting company will host our website in a secure server environment that uses a firewall and other advanced security measures to prevent interference or access from outside intruders. We authorize access to personal information only for those employees who require it to fulfil their job responsibilities.

We will try to keep the personal information we collect as accurate, complete and up to date as is necessary for the purposes defined in this policy. From time to time we may request you to update your personal information. You are able to review or update any personal information that we hold on you by, emailing us, or phoning us. Please note that in order to better protect you and safeguard your personal information, we take steps to verify your identity before making any corrections to your personal information.

5.4 Retention

We will only retain your personal information for as long as it is necessary to fulfil the purposes explicitly set out in this policy, unless:

- retention of the record is required or authorised by law; or
- you have consented to the retention of the record.

During the period of retention, we will continue to abide by our non-disclosure obligations and will not share or sell your personal information.

We may retain your personal information in physical or electronic records at our discretion.

5.5 Transfer to another country

We may transmit or transfer personal information outside of the country in which it was collected to a foreign country and process it in that country. Personal information may be stored on servers located outside the country in which it was collected in a foreign country whose laws protecting personal information may not be as stringent as the laws in the country in which it was collected. You consent to us processing your personal information in a foreign country whose laws regarding processing of personal information may be less stringent.

5.6 Disclosure

We may share your personal information with:

- Our employees and/or third-party service providers who assist us to interact with stakeholders via our website, email or any other method, for the ordering of goods or when delivering goods, and thus need to know personal information in order to assist us to communicate properly and efficiently. Our employees may require this personal information to do their jobs. These include our responsible management, human resources, accounting, audit, compliance, information technology, or other personnel.

- Law enforcement, government officials, fraud detection agencies or other third parties when we believe in good faith that the disclosure of personal information is necessary to prevent physical harm or financial loss, to report or support the investigation into suspected illegal activity, or to investigate violations of our Terms and Conditions, or obligated to do so by law.
- Our service providers (under contract with us) who help with parts of our business operations (fraud prevention, marketing, technology services etc.).

We may disclose your personal information as required by law or governmental audit.

We may disclose personal information if required:

- by a subpoena or court order;
- to comply with any law;
- to protect the safety of any individual or the general public; and
- to prevent violation of our customer relationship terms.

We will not sell personal information. No personal information will be disclosed to anyone except as provided in this privacy policy.

6. Your Rights

Provided that you give us suitable and adequate proof of your identity, you have the right:

- To know which records we hold about you;
- If our right to process your personal information is based on your consent, to withdraw such consent at any time, provided that this shall not affect the lawfulness of processing which occurred prior to such withdrawal;
- To object to the further collection, use, sharing or processing of your personal information by us at any time where such processing activities are not required by us to comply with our obligations under any agreement we have with you, to exercise our rights, or for such other purposes as may be required or permitted by applicable law; and
- To require us to correct, erase or cease processing information or records we hold about you based on your consent, or that we are no longer permitted to retain, or which are inaccurate, irrelevant, excessive, out of date, incomplete, misleading or has been unlawfully obtained.

Any of the above can be done by contacting us by phone or email or following our PAIA Manual. We will notify you of the steps taken as a result of your request. We will not be obliged to provide you with information or agree to your request to the extent that we are prohibited thereto by applicable law, if compliance would unreasonably prejudice our legitimate interests or that of a third party, or if we have a legal basis upon which to deny your request. Please note that we may require a reasonable period to comply with your request.

7. Changes to this Privacy Policy

Changes may be made to this policy from time to time. You will be notified of substantial changes to this policy either by through the posting of a prominent announcement on the Site, and/or by a mail message sent to the e-mail address you have provided, which is stored within your user settings.

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 Site. If we make material changes to this Privacy 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.

If our Company is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products or services to you.

If you do not agree with the changes, then you must stop using the website and our goods or services. If you continue to use the website or our goods or services following notification of a change to the terms, the changed terms will apply to you and you will be deemed to have accepted those updated terms.

8. Legislation Concerning Privacy Policy

This Privacy Policy has been drafted to comply with the Protection of Personal Information Act, 2013.

We are not responsible for, give no warranties, nor make any representations in respect of the privacy policies or practices of linked or any third-party websites.

9. Questions and Requests and Contact Information

If you would like to: access, correct, amend or delete any Personal Data we record on you, register a complaint, or simply want questions answered or more information then please contact us by addressing an email to admin@hprt or by following the PAIA Manual.