

# Privacy Policy

Last updated: 7 February 2026

DNS Hydraulics (Pty) Ltd (“DNS Hydraulics”, “we”, “us”, or “our”) is committed to protecting your privacy and ensuring that your personal information is collected and used properly, lawfully, and transparently in accordance with the Protection of Personal Information Act, 4 of 2013 (POPIA).

This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit our website <https://dnshydraulics.co.za/> or interact with us.

## 1. Personal Information We Collect

We may collect and process the following personal information:

- Full name
- Company name
- Email address
- Telephone number
- Physical or postal address
- Any information you voluntarily provide via contact forms, email enquiries, or order requests
- Technical data such as IP address, browser type, device information, and website usage data (via cookies or analytics tools)

## 2. How We Collect Personal Information

We collect personal information when you:

- Complete a contact or enquiry form on our website
- Contact us via email, phone, or WhatsApp
- Request a quotation, product information, or services
- Browse our website (through cookies and similar technologies)

## 3. Purpose of Collection

We collect personal information for the following purposes:

- To respond to enquiries and provide quotations

- To supply products and services
- To communicate with customers and suppliers
- To improve our website and services
- To comply with legal and regulatory obligations
- For internal administrative and record-keeping purposes

We will not collect personal information for any purpose other than those stated above unless required or permitted by law.

## **4. Lawful Basis for Processing**

We process personal information based on one or more of the following lawful grounds:

- Your consent
- The performance of a contract or taking steps related to a contract
- Compliance with a legal obligation
- Our legitimate business interests, provided your rights are not overridden

## **5. Sharing of Personal Information**

DNS Hydraulics does not sell, rent, or trade personal information.

We may share personal information with:

- Service providers who assist us with website hosting, IT support, email services, or analytics
- Regulatory or legal authorities where required by law

All third parties are required to maintain appropriate security measures and confidentiality.

## **6. Cookies and Website Analytics**

Our website may use cookies to enhance user experience and analyse website traffic.

Cookies may collect non-personal information such as:

- Pages visited
- Time spent on the site
- Browser and device type

You can choose to disable cookies via your browser settings, although this may affect website functionality.

## **7. Data Security**

We take reasonable technical and organisational measures to protect personal information against:

- Loss
- Unauthorised access
- Misuse
- Disclosure or alteration

These measures include secure servers, restricted access, and internal data protection controls.

## **8. Retention of Personal Information**

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, unless a longer retention period is required or permitted by law.

## **9. Your Rights in Terms of POPIA**

You have the right to:

- Request access to your personal information
- Request correction or deletion of your personal information
- Object to the processing of your personal information
- Withdraw consent (where processing is based on consent)
- Lodge a complaint with the Information Regulator of South Africa

Requests can be submitted using the contact details below.

## **10. Children's Information**

Our website and services are not directed at children under the age of 18. We do not knowingly collect personal information from children.

## **11. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date.

## 12. Contact Details

If you have any questions about this Privacy Policy or how we process personal information, please contact:

DNS Hydraulics (Pty) Ltd

 Email: [info@dnshydraulics.co.za](mailto:info@dnshydraulics.co.za)

 Website: <https://dnshydraulics.co.za/>