

# DSP - PRIVACY POLICY

## Privacy Policy for DSP (Dirt Shakers and Plus)

DSP ("we" or "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you use our website and Services.

### 1. Information We Collect

We collect several types of information when you use our website and Services:

- **Contact Information:** This includes your name, email address, phone number, and mailing address. We collect this information when you request an estimate, book a service appointment, or contact us for any reason.
- **Service Information:** This includes details about the services you request, such as the type of service, the size of the space, and the frequency of service.
- **Payment Information:** We collect your payment information, such as your debit or credit card number or account number, when you pay for our Services. This information is transmitted securely using industry-standard encryption.
- **Website Usage Data:** We collect information about how you use our website, such as the pages you visit, the links you click on, and your IP address. This information is collected using cookies and other tracking technologies.

### 2. Use of Your Information

We use your information to:

- Provide and fulfil the Services you request
- Send you appointment confirmations and other service-related communications
- Send you marketing communications (with your consent)
- Respond to your inquiries and requests
- Improve our website and Services
- Analyse website usage data

### 3. Sharing Your Information

We will not sell or rent your personal information to third parties. We may share your information with third-party service providers who help us operate our business, such as payment processors, marketing companies, and insurance companies. These service providers are only authorised to use your information for the purpose of providing services to us.

We may also disclose your information if required to do so by law or in the good faith belief that such disclosure is necessary to protect our rights, protect your safety or the safety of others, or investigate fraud or other wrongdoing.

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### 4. Your Choices

You have choices about how your information is used:

- **Marketing Communications:** You can opt out of receiving marketing communications from us by following the unsubscribe instructions in our emails.
- **Cookies:** Most web browsers allow you to control cookies, including whether or not to accept them and how to remove them. Please refer to your browser's settings for more information.

### 5. Data Security

We take reasonable steps to protect your information from unauthorised access, disclosure, alteration, or destruction. However, no website or internet transmission is completely secure. We cannot guarantee the security of your information.

### 6. Children's Privacy

Our website and Services are not intended for children under the age of 16. We do not knowingly collect personal information from children under 16. If you are a parent or guardian and you believe that your child under 16 has provided us with personal information, please contact us so we can delete it.

### 7. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. We will post any changes on our website. You are encouraged to review this Privacy Policy periodically to stay informed about updates.

### 8. Contact Us

If you have any questions about this Privacy Policy, please contact us at +27 74 731 9208 or [info@dsn.co.za](mailto:info@dsn.co.za)

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