

Privacy Policy

This Privacy Policy explains how Specialised Film Services (Pty) Ltd (“we”, “us”, “our”) collects, uses, stores and discloses Personal Information when you visit our website, use our services, request a quote, create an account, or otherwise interact with us all in accordance of the POPI Act. By using our website or services you consent to the collection and processing described below.

1. Information We Collect

- Personal details you provide: name, surname, email address, physical address, telephone number, company name and registration number, identity or registration documents, billing and payment details, and any other information you supply when requesting quotes, making bookings, or communicating with us.
- Technical and usage data: log file information such as IP address, ISP, browser type and version, operating system, pages visited and time spent, referring/exit pages, clickstream data and similar analytics collected automatically when you use the website.
- Optional and sensitive data: we will not collect sensitive personal information (for example information about race, religion, health, or political opinions) except where you explicitly consent or where required by law.

All Personal Information collected is processed in accordance with the Protection of Personal Information Act (POPIA) and other applicable South African law.

2. Purposes of Processing and Lawful Basis

We collect and process Personal Information for the following purposes:

- to provide, manage and improve our hire and services, to process bookings and payments, to deliver equipment and returns, and to perform related contractual obligations;
- to communicate with you about bookings, invoices, customer support, service updates, promotions and marketing where you have consented;
- to verify identity, perform credit checks or fraud prevention where necessary for credit or recovery;
- to maintain records for security, administrative, accounting and legal compliance purposes;
- to develop anonymous or pseudonymised user profiles for service improvement and analytics.

 173 Oxford Road, Rosebank, Johannesburg, 2196

We rely on contractual necessity, consent, legitimate interests (for fraud prevention, analytics and service improvement) and legal obligations as lawful bases for processing Personal Information under South African law.

3. Cookies, Log Files and Analytics

We use cookies and similar tracking technologies to enable site functionality, remember preferences, and collect analytics. Cookies record information such as pages visited and session identifiers; they do not in themselves identify you personally but may be linked to Personal Information you supply.

We also collect server log data (IP address, browser, ISP, pages visited, date/time) to administer the site, monitor performance and detect misuse.

Aggregated and anonymised analytics data may be used for internal reporting and service improvement.

You may disable cookies using your browser settings but doing so may prevent full use of the website and services.

4. Disclosure, Third Parties and Transfers

We do not sell or rent your Personal Information to third parties. We may disclose Personal Information to:

- service providers and suppliers acting on our behalf (payment processors, carriers, repairers, IT providers, analytics and marketing platforms) who are contractually obliged to keep Personal Information secure and only process it for specified purposes;
- credit bureaus or debt-recovery agents where necessary to evaluate credit or collect outstanding amounts;
- law enforcement, regulatory bodies or courts where required by law or to protect our rights, safety or property.

Where Personal Information is transferred to third parties or outside South Africa we will ensure appropriate safeguards are in place (contracts, standard contractual clauses or equivalent protections) and comply with POPIA and other applicable law.

5. Security, Retention and Access

- We implement reasonable technical and organisational measures to protect Personal Information from unauthorised access, loss, misuse, alteration or destruction, and we review these measures regularly. Absolute security cannot be guaranteed; by using our services you accept that residual risk remains.

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- We retain Personal Information only for as long as necessary to fulfil the purposes set out in this Policy and to meet legal, accounting and reporting requirements. If you wish to request access to, correction of, deletion of, or restriction on processing of your Personal Information, or object to processing, we will respond in accordance with POPIA and other applicable law.

6. Your Choices, Complaints and Contact

- Marketing communications: you can opt out of marketing emails or SMS at any time by following the unsubscribe instructions in the message or by contacting us.
- Requests and complaints: to exercise your data subject rights, make a complaint, request correction, deletion, or request a copy of information we hold about you, contact:
Specialised Film Services Pty Ltd
Email: [insert an email address for private complaints]
Postal address: [insert physical address]
- Regulator: you have the right to lodge a complaint with the Information Regulator of South Africa if you believe your data protection rights have been infringed.

We may update this Privacy Policy from time to time. The current version and last updated date will be published on our website; continued use of the site after changes indicates acceptance of the updated Policy.

Signed: Specialised Film Services (Pty) Ltd.