

SOLR Group (Pty) Ltd Website Privacy Statement

Effective Date: 21 July 2026

Last Updated: 21 July 2026

Privacy Statement

SOLR Group (Pty) Ltd ("SOLR Group", "we", "our", or "us") respects your privacy and is committed to protecting your personal information in accordance with the **Protection of Personal Information Act, 2013 (POPIA)** of South Africa and other applicable privacy laws.

This Privacy Statement explains how we collect, use, disclose, store, and protect your personal information when you visit our website or use our products and services.

1. Who We Are

SOLR Group (Pty) Ltd is a South African technology company providing innovative digital solutions, enterprise software, cloud services, ICT consulting, cybersecurity, systems integration, digital transformation, software development, and managed technology services.

2. Information We Collect

We may collect the following categories of information:

Personal Information

- Full name
- Company or organization
- Email address
- Telephone number
- Physical address
- Job title
- Identity or registration details (where required)
- Billing information

Technical Information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device information
- Operating system

- Pages visited
- Time spent on the website
- Referring website
- Cookies and similar technologies

Business Information

Where relevant, we may collect information relating to:

- Supplier registration
 - Employment applications
 - Customer enquiries
 - Support requests
 - Product demonstrations
 - Training registrations
 - Project information
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3. How We Use Your Information

We use your information to:

- Respond to enquiries
- Deliver our products and services
- Manage customer relationships
- Process quotations and proposals
- Register suppliers and service providers
- Process employment applications
- Provide technical support
- Improve our website
- Develop new products
- Send important service communications
- Comply with legal obligations
- Prevent fraud and unauthorized access

Where required, marketing communications will only be sent with your consent or where otherwise permitted by law.

4. Legal Basis for Processing

SOLR Group processes personal information where:

- You have provided consent
- Processing is necessary to perform a contract
- Processing is required by law
- Processing protects legitimate business interests

- Processing is necessary to protect your vital interests
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5. Cookies

Our website uses cookies to improve user experience and website performance.

Cookies may be used to:

- Remember user preferences
- Improve website functionality
- Analyze website traffic
- Enhance security
- Measure website performance

You may disable cookies through your browser settings; however, certain website features may not function correctly.

6. Sharing of Information

We do **not sell** your personal information.

We may share information with:

- Trusted technology partners
- Cloud hosting providers
- Professional advisers
- Payment service providers
- Government authorities where legally required
- Regulatory bodies
- Law enforcement agencies where required by law

All third-party providers are required to maintain appropriate security and confidentiality standards.

7. Data Security

SOLR Group implements appropriate technical and organizational safeguards, including:

- Secure cloud infrastructure
- Data encryption
- Firewalls
- Access controls
- Multi-factor authentication

- Regular security monitoring
- Secure backup systems
- Disaster recovery procedures
- Staff confidentiality obligations

While we strive to protect all personal information, no electronic transmission or storage system can be guaranteed to be completely secure.

8. Data Retention

We retain personal information only for as long as necessary to:

- Provide our services
- Fulfil contractual obligations
- Comply with legal requirements
- Resolve disputes
- Enforce agreements

Information that is no longer required is securely deleted or anonymized.

9. Your Rights

Subject to applicable law, you have the right to:

- Access your personal information
 - Request correction of inaccurate information
 - Request deletion of information where legally permitted
 - Object to certain processing activities
 - Withdraw consent where consent is the basis of processing
 - Request restriction of processing
 - Lodge a complaint with the Information Regulator of South Africa
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10. Third-Party Links

Our website may contain links to external websites.

SOLR Group is not responsible for the privacy practices or content of third-party websites. Users are encouraged to review the privacy policies of those websites before providing personal information.

11. Children's Privacy

Our website and services are not directed at children under the age of 18.

We do not knowingly collect personal information from children without appropriate legal consent.

12. International Data Transfers

Where personal information is transferred outside South Africa, SOLR Group will take appropriate measures to ensure that such transfers comply with applicable privacy laws and that adequate safeguards are in place.

13. Changes to this Privacy Statement

We may update this Privacy Statement from time to time to reflect changes in our services, technology, or legal obligations.

The latest version will always be available on our website with the updated effective date.

14. Contact Us

SOLR Group (Pty) Ltd

Email: info@solrgroup.co.za

Website: www.solrgroup.co.za

Telephone: +27 83 214 6607

POPIA Compliance Statement

SOLR Group (Pty) Ltd is committed to processing personal information lawfully, transparently, and responsibly in accordance with the **Protection of Personal Information Act, 2013 (Act No. 4 of 2013)**. We continuously review our privacy and information security practices to ensure the confidentiality, integrity, and availability of the personal information entrusted to us.
