
185 Katherine Street,
Primovie Office Park,
Sandton,
2146
Tel: 011-262-6386

Privacy Policy

Wired IT Specialists

The purpose of this Privacy Policy is to set out how, why and when Wired IT Specialists CC uses your Personal Information so as to comply with the Protection of Personal Information Act 4 of 2013 ("POPI").

It is important that you read this Privacy Policy together with our other terms and conditions we may provide from time to time when we collect or use your Personal Information.

Introduction

Wired IT Specialists CC collects personal information from you when you provide it directly to us, or through the use of our website. Wired IT Specialists CC is committed to safeguard your privacy, and will not use your personal information for any purpose (other than as stated below) without your express consent. We will not use or disclose your personal information to third parties without your consent, unless the use or disclosure is:

1. required in order to comply with applicable law, order of court or legal process served on the Company; and/or
2. necessary to protect and defend the rights or property of the Company

This Website makes use of "cookies" to automatically collect information and data through the standard operation of the Internet servers. "Cookies" are small text files a website can use to recognize repeat users, facilitate the user's on-going access to and use of a website and allow a website to track usage behaviour and compile aggregate data that will allow the website operator to improve the functionality of the website and its content. The type of information collected by cookies is not used to personally identify you. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature. Please note however that cookies may be necessary to provide you with certain features available on our Website, and thus if you disable the cookies on your browser you may not be able to use those features, and your access to our Website will therefore be limited. You may choose to provide additional personal information to us, in which event you agree to provide accurate and current

Managing Director: S. Withers

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information, and not to impersonate or misrepresent any person or entity or falsely state or otherwise misrepresent your affiliation with anyone or anything.

Who we are

Wired IT Specialists opened in 2006 in Pretoria, with one managing director and a vision to support the SME space.

Celebrating over 15 years of business in 2021, Wired IT is hyper-focused on growing its client base through turnkey managed IT solutions, cloud migration/support and remote/onsite support.

Our head office is based in Sandton, with the primary purpose of housing the data centre and NOC (network operation centre).

Due to current circumstances, Wired IT's engineers operate remotely, and this has allowed easier access to onsite support for customers based in central Johannesburg, Pretoria, and the East Rand.

Our Vision:

To provide first class service to customers looking to outsource their IT. We are committed to building lifetime valued partnerships with our customers.

Our Mission:

Providing lifetime value, service and support to our clients. Remaining committed to delivering to our clients at a competitive cost, while adding value to their IT investment.

Type of personal data we collect and why we collect it

We currently collect the following information:

1. Personal identifiers, contacts and characteristics: (for example, name and contact details)
2. Addresses: (Business address for billing and delivery purposes)
3. Contact information: (landline and or mobile number of IT contact person)
4. Email address(s): (contact information and employee records)
5. VAT Number(s): (tax purposes)
6. Company Registration Numbers: (validity purposes)

How we get the personal information and what we use it for:

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Customers traditionally provide their details to Wired IT directly, via the following methods:

1. Service level agreements.
2. Delivery of ad hoc services.
3. Online submission via our website.
4. Newsletters to contact customers regarding current or new products or services (provided you have consented to receiving such marketing material), and to improve your experience on our Website.

We may share this information with the following 3rd party providers:

1. Courier companies
2. Government institutions
3. Banking and credit guarantee institutions
4. Fibre and other connectivity like services that require the physical address

When we process your personal information:

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consist out of the following:

1. The data subject or a competent person where the data subject is a child consents to the processing. Kindly note that you have the right to withdraw your consent;
 2. The processing is necessary to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
 3. The processing complies with an obligation imposed by law on the business;
 4. The processing protects a legitimate interest of the data subject;
 5. The processing is necessary for the proper performance of a public lawduty by the business;
- Or

1. The processing is necessary for pursuing the legitimate interests of the business or of a third party to whom the information is supplied.

How we store your personal information:

Your information is securely stored at our premises and on the Cloud. Cloud space we occupy include but not limited to: Amazon, Microsoft, iDrive, Teraco and Xneelo.

We keep your information according to our data retention policy. We will not retain your personal information longer than the period for which it was originally needed, unless we are required by law to do so, or you consent to us retaining such information for a longer period

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Direct Marketing and Opting Out

We will only send you direct marketing communications where you have subscribed to our newsletter and consented to us sending you direct marketing or otherwise in compliance with POPI, for example if you are our customer.

Each time you receive such a communication from us, you can opt out of receiving future marketing communications from us by clicking the unsubscribe link in the footer of our emails or by contacting us at sales@wired-it.co.za.

E-mail or newsletter subscriptions: Our marketing emails to you may use pixel tags, web beacons, and/or HTML-formatted email messages that track and report back to us the actions recipients take in response to our emails (e.g., whether a message has been opened, read, or deleted).

Website or social media activity: We may, through various tools and technologies, collect information about you when you follow, post comments on, or otherwise interact with us on www.wired-it.co.za or our social media channels.

Cookies

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

Your data protection rights

You are entitled to access your personal data by sending a written request to info sales@wired-it.co.za. We may charge you a fee for this service.

You may also request us to correct or supplement any of your personal data which we will undertake as soon as practicable.

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Request the destruction of your personal data. We will consider your request in light of any other laws or regulations prohibiting us from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Contact details:

Name: Wired IT Specialists CC

Address: 6 Charles Crescent, Primovie Office park, Sandton, 2146

Phone Number: +27 (011) 262 6386

E-mail: sales@wired-it.co.za

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