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Privacy Policy

1. Introduction

Zilo Digital, operated by Zilo Personalisation [insert registered company name if different] ("Zilo Digital", "we", "us" or "our"), respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store, share and protect personal information when you:

Visit <https://zilodigital.com/>

Contact us or request a quotation

Subscribe to communications

Purchase or enquire about our services

Use our hosting, website, domain, advertising, SEO, chatbot or support services

Otherwise interact with Zilo Digital

We process personal information in accordance with the Protection of Personal Information Act 4 of 2013 ("POPIA") and other applicable South African laws.

2. Responsible Party

For purposes of POPIA, the responsible party is:

Zilo Personalisation [insert registered company name]

Trading as: Zilo Digital

Address: 140 West Street, Sandton, Johannesburg, 2196, South Africa

Email: support@zilo.co.za

Telephone: +27 (0)10 745 0342

Information Officer: [insert Information Officer's full name]

Information Officer email: [insert Information Officer's email address]

3. Personal Information We Collect

Depending on how you interact with us, we may collect the following information:

Information you provide directly

Your name and surname

Business or organisation name

Email address

Telephone or WhatsApp number

Billing and business address

Details submitted through contact, quotation or support forms

Information about your website, domain, hosting or marketing requirements

Account, login or technical information you provide for us to perform requested services

Communications exchanged with our team

Payment and transaction information

Any files, documents or other information you voluntarily provide

Please do not send passwords or highly sensitive information through an ordinary website contact form.

Information collected automatically

When you use our website, we may automatically collect:

Internet Protocol address

Browser and device type

Operating system

Pages viewed

Links clicked

Date, time and duration of visits
Referring website or campaign
Approximate geographical location
Cookie identifiers and analytics information
Website performance, security and error-log information
Information received from third parties

We may receive information from service providers and platforms used in delivering our services, including:

Google services
Advertising and analytics platforms
Hosting and domain providers
Website security and backup providers
Payment processors
Email and communication services
Social media platforms
Business partners or referral sources

4. How We Use Personal Information

We may use personal information to:

Respond to enquiries and quotation requests
Communicate with prospective and existing clients
Provide website development, hosting, domain, SEO, advertising, chatbot, maintenance and support services
Create and administer client accounts
Register or manage domains and hosting services
Process payments, invoices and business records
Provide technical support and troubleshoot problems

Monitor website performance, traffic and user behaviour
Improve our website, services and customer experience
Measure advertising and marketing performance
Send service-related notices and requested communications
Send marketing communications where permitted
Detect fraud, spam, abuse or security incidents
Maintain backups and business records
Comply with legal, regulatory, tax and contractual obligations
Establish, exercise or defend legal rights

We will not use personal information for a purpose that is incompatible with the purpose for which it was collected unless permitted or required by law.

5. Lawful Grounds for Processing

We process personal information where:

You have consented to the processing

Processing is necessary to enter into or perform a contract

Processing is required to comply with a legal obligation

Processing protects your legitimate interests

Processing supports our legitimate business interests, provided your rights are not unjustifiably affected

Processing is otherwise permitted under POPIA or applicable law

You may withdraw consent at any time where processing is based on consent. Withdrawal will not affect processing that occurred before consent was withdrawn.

6. Cookies and Tracking Technologies

Our website may use cookies, pixels, tags and similar technologies.

Cookies are small files placed on your device to help websites function, remember preferences, improve security, measure usage and support advertising.

We may use:

Essential cookies: Required for security and basic website functionality

Preference cookies: Remember choices and settings

Analytics cookies: Help us understand how visitors use the website

Advertising cookies: Help measure campaigns and deliver relevant advertising

Third-party cookies: Set by services embedded in or connected to the website

Our website may use services such as Google Analytics, Google Ads, Google Tag Manager, reCAPTCHA, embedded media or social media features. These providers may collect information according to their own privacy policies.

Where required, non-essential cookies will only be activated after you provide consent through our cookie banner. You can also control or delete cookies through your browser settings. Disabling certain cookies may affect website functionality.

7. Marketing Communications

We may send you marketing communications when:

You have requested them

You have provided consent

You are an existing customer and the communication relates to similar services, where permitted by law

You can unsubscribe at any time by:

Using the unsubscribe link in an email

Contacting us at support@zilo.co.za

Asking our team to remove you from the relevant list

Service, billing and security communications may still be sent when necessary to provide services or manage an existing relationship.

8. Sharing Personal Information

We may share personal information with trusted third parties where reasonably necessary, including:

Employees, contractors and authorised service providers

Website hosting and domain providers

Cloud storage, backup and security providers

Analytics and advertising platforms

Email and communication providers

Payment processors, accountants and professional advisers

Software and technology providers

Regulators, government bodies or law-enforcement authorities where required by law

A purchaser, investor or successor if our business is reorganised, merged or sold

We require service providers to handle personal information appropriately and only for authorised purposes.

We do not sell personal information.

9. Client Data Processed on Behalf of Customers

When Zilo Digital hosts, maintains or manages a client's website, advertising account, mailing system, chatbot or other digital platform, we may process personal information on that client's behalf.

In these circumstances, the client will generally be the responsible party and Zilo Digital will act as an operator under POPIA. We will process such information according to the client's lawful instructions, our agreement with the client and applicable law.

Visitors to a client website should consult that client's privacy policy for information about how the client uses their data.

10. International Transfers

Some service providers we use may operate or store information outside South Africa.

Where personal information is transferred internationally, we take reasonable steps to ensure that the recipient is subject to appropriate data-protection requirements, contractual safeguards or laws providing an adequate level of protection, as required by POPIA.

11. Data Security

We use reasonable technical and organisational safeguards to protect personal information against:

Loss or destruction

Unauthorised access

Unlawful processing

Accidental alteration

Disclosure or misuse

These safeguards may include access controls, SSL encryption, security monitoring, malware protection, backups, software updates and restricted administrative access.

No internet transmission or storage system is completely secure. Although we take reasonable precautions, we cannot guarantee absolute security.

If we become aware of a security compromise involving personal information, we will take appropriate steps and notify affected parties and the Information Regulator where required by law.

12. Retention of Information

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

Provide services

Maintain our business relationship

Fulfil the purpose for which it was collected

Meet tax, accounting, contractual and legal requirements

Resolve disputes or enforce agreements

Maintain appropriate security and operational records

Information that is no longer required will be securely deleted, destroyed or de-identified, subject to applicable backup and record-retention processes.

13. Your Rights

Subject to POPIA and applicable limitations, you may have the right to:

Ask whether we hold personal information about you

Request access to your personal information

Request correction or updating of inaccurate information

Request deletion or destruction of information where legally permitted

Object to certain processing

Withdraw consent

Object to direct marketing

Request information about parties who have received your information

Submit a complaint to the Information Regulator

We may need to verify your identity before completing a request. Some information may need to be retained where required by law or for legitimate legal purposes.

Requests may be sent to support@zilo.co.za or to the Information Officer using the contact details above.

14. Children's Information

Our website and services are primarily intended for businesses and adults. We do not knowingly collect personal information from children without appropriate consent from a parent, guardian or competent person where required.

If you believe that a child has submitted personal information without appropriate consent, please contact us.

15. External Websites and Services

Our website may contain links to third-party websites, platforms or services. We do not control these third parties and are not responsible for their privacy practices.

You should review the applicable privacy policy before providing information to an external service.

16. Information Regulator

You may lodge a complaint with South Africa's Information Regulator:

Information Regulator (South Africa)

Website: <https://info regulator.org.za/>

Complaints email: complaints.IR@justice.gov.za

General enquiries: enquiries@info regulator.org.za

We encourage you to contact us first so that we can attempt to resolve your concern directly.

17. Changes to This Privacy Policy

We may update this Privacy Policy when our practices, services, technology or legal obligations change.

The revised version will be published on this page with an updated “Last updated” date. Material changes may also be communicated through the website or another appropriate channel.

18. Contact Us

For questions, objections, correction requests or privacy-related concerns, contact:

Zilo Digital

140 West Street

Sandton, Johannesburg, 2196

South Africa

Email: support@zilo.co.za

Telephone: +27 (0)10 745 0342

Website: <https://zilodigital.com/>