

Privacy Policy

Last updated: 2018/05/22

This policy falls under the [General Data Protection Regulation](#) (GDPR) and the [Protection of Personal Information](#) (POPI) Act.

Who We Are

DWR Distribution is a lighting, sound and video equipment supplier and installer based in Johannesburg, South Africa and incorporated in 2006.

Our address:

Block C Unit 1 Kimbult Industrial Park
9 Zeiss Road
Laser Park
Roodepoort
Johannesburg
Gauteng
South Africa

How To Contact Us

We can be reached via the [contact page](#) on our website.

Personal Data We Collect

- Email address
- Name
- Company/Institution
- IP Address
- Newsletter: opens, clicks, opt-ins

List of information that we store but that is not identifiable:

- Logs of emails sent
- Support enquiries by email.

Consent to Collect

We collect data from users who have subscribed to our newsletter.

We ask for consent and provide a link to this privacy policy during the subscription process.

The legal basis for us to collect the data is to be able to send newsletters and product and training updates.

Your Data, Your Rights

You can request a copy of your data which we will provide within 30 days

You can request your data to be anonymized or deleted which we will do within 30 days

While we will do everything we can to keep our service secure, in the event of a data breach or misuse, we will

inform our users of what happened and what we have done to put it right within 30 days.

Services and Third Parties Where DWR Distribution Stores Data

DWR Distribution relies on third party services to maintain its services.
DWR Distribution never shares or resells any of its data.

In South Africa:

- Afrihost, South Africa

International:

- Amazon S3, US (encrypted backups)
- Google Analytics (US)
- SendGrid, US

Length of Data Collection

DWR Distribution will keep identifiable data for an undetermined amount of time or until the user asks us to anonymize and / or delete their data.

Newsletter & Account Statistics and Reporting

DWR Distribution records behavioural data, such as opens and clicks, for emails DWR Distribution sends itself.
DWR Distribution does not collect behavioural data on behalf of its users.

DWR Distribution collects data from users' accounts for security reasons, to monitor deliverability and for internal reporting purposes:

- Number of emails sent
- Email addresses of recipients
- Country of user

Who Has Access to Our Data?

Data at DWR Distribution is not shared with or sold to any third party.

DWR Distribution staff and contractors have access to users data for the purpose of providing services.
No personal identifiable data is stored on staff or contractor computers on a permanent basis. Contractors are requested to delete this data at the end of their assignment.