C TO Z SUPPLIES t/a IT Galaxy

Cookie Policy

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IT Galaxy

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Document Classification

Document Classification: Public

Intended Audience: Customers, website visitors, suppliers, business partners, regulators, and members of the public.

Availability: This Cookie Policy is available on the IT Galaxy website and may be provided upon request.

Copyright Notice

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This Cookie Policy is the property of C TO Z SUPPLIES t/a IT Galaxy and may not be reproduced, modified, or distributed for commercial purposes without prior written permission, except where permitted by applicable law.

Printed copies of this Cookie Policy are considered uncontrolled. The latest version is available on the IT Galaxy website.



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Privacy Commitment

At **IT Galaxy**, your privacy matters to us.

We are committed to collecting and processing personal information responsibly, transparently, and in accordance with the **Protection of Personal Information Act, 2013 (POPIA).**

Where our website uses cookies or similar technologies that process personal information, we do so only for legitimate business purposes, including improving website functionality, enhancing user experience, maintaining website security, analysing website performance, and supporting the services we provide.

We are committed to protecting the information you entrust to us through appropriate security measures and responsible information management practices.

This Cookie Policy explains how IT Galaxy uses cookies and similar technologies, the types of cookies we use, the purposes for which they are used, and the choices available to you for managing your cookie preferences.

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1. Purpose of this Cookie Policy

The purpose of this Cookie Policy is to explain how **C TO Z SUPPLIES t/a IT Galaxy** ("IT Galaxy", "we", "us", or "our") uses cookies and similar technologies when you visit or interact with the IT Galaxy website.

This Cookie Policy describes:

- What cookies are and how they work;
- The types of cookies and similar technologies used on our website;
- The purposes for which cookies are used;
- How cookies help improve website functionality, security, performance, and user experience;
- The choices available to you regarding the use of cookies; and
- How to manage or disable cookies through your browser or device settings.

Where cookies process personal information, IT Galaxy will do so in accordance with the **Protection of Personal Information Act, 2013 (POPIA)** and our **Privacy Policy**.

This Cookie Policy should be read together with the IT Galaxy **Privacy Policy** and **Website Terms and Conditions**, which provide additional information regarding the collection, processing, protection, and use of personal information, as well as the use of the IT Galaxy website.

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2. Scope

This Cookie Policy applies to all visitors and users of the **IT Galaxy website** and explains how cookies and similar technologies are used when accessing, browsing, or interacting with our website.

This Cookie Policy applies to:

- The IT Galaxy website and its webpages;
- Customer and visitor interactions with the website;
- Cookies and similar technologies used to support website functionality, security, performance, analytics, and user preferences; and
- Any future IT Galaxy web-based services, portals, or online platforms that expressly incorporate this Cookie Policy.

This Cookie Policy does **not** apply to:

- Third-party websites linked from the IT Galaxy website, which are governed by their own cookie policies and privacy notices;
- Offline interactions with IT Galaxy, including telephone, email, or in-person communications;
- The collection and processing of personal information outside the use of website cookies, which is governed by the IT Galaxy **Privacy Policy**; or
- Products, services, or websites operated independently by third parties.

Users who access third-party websites through links provided on the IT Galaxy website are encouraged to review the cookie policies, privacy policies, and terms and conditions applicable to those third-party websites.

This Cookie Policy should be read together with the IT Galaxy **Privacy Policy** and **Website Terms and Conditions**, which provide additional information regarding the processing of personal information and the use of the IT Galaxy website.

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3. What are Cookies?

Cookies are small text files that are placed on your computer, smartphone, tablet, or other internet-enabled device when you visit a website. Cookies allow a website to recognise your device and remember certain information about your visit.

Cookies help websites operate efficiently by remembering your preferences, improving website performance, enhancing security, and providing a more personalised browsing experience.

Cookies may collect information such as:

- Your browser type and device information;
- Your language or regional preferences;
- The pages you visit and how you interact with the website;
- The date and time of your visit;
- Website performance and usage information; and
- Other technical information that assists in improving website functionality.

Most cookies do **not** directly identify you as an individual. However, where cookies process personal information or information that can reasonably be linked to an identifiable individual, IT Galaxy will process such information in accordance with the **Protection of Personal Information Act, 2013 (POPIA)** and our **Privacy Policy**.

Cookies generally fall into different categories depending on their purpose, including cookies that are necessary for the operation of the website, cookies that remember your preferences, cookies that help us understand how visitors use the website, and cookies that support additional website features or services.

The IT Galaxy website uses cookies only for legitimate business purposes and to improve the functionality, security, performance, and user experience of the website.

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4. Types of Cookies We Use

IT Galaxy uses different types of cookies and similar technologies to ensure that our website functions effectively, remains secure, and provides an efficient and user-friendly experience.

The types of cookies we may use include:

4.1 Strictly Necessary Cookies

These cookies are essential for the operation of the IT Galaxy website and enable core functionality such as page navigation, website security, user authentication, and access to secure areas of the website.

Without these cookies, certain website features and services may not function correctly.

4.2 Functional Cookies

Functional cookies allow the website to remember choices you make, such as language preferences, regional settings, or other customised features, in order to improve your browsing experience.

These cookies help provide a more personalised and consistent experience when you return to the website.

4.3 Performance and Analytics Cookies

Performance and analytics cookies help IT Galaxy understand how visitors use the website by collecting information such as:

- Pages visited;
- Time spent on the website;
- Navigation patterns;
- Website performance; and
- Error reporting.

This information is generally collected in an aggregated or anonymised form and assists us in improving the functionality, usability, and performance of the website.

4.4 Security Cookies

Security cookies help protect both IT Galaxy and website users by supporting security features such as fraud prevention, session management, malicious activity detection, and the protection of website integrity.

4.5 Third-Party Cookies

Certain features or services available on the IT Galaxy website may involve cookies placed by trusted third-party service providers.

These may include, where applicable:

- Website analytics providers;
- Embedded content providers;
- Payment service providers;
- Social media platforms;
- Customer support tools; or
- Other technology partners supporting the operation of the website.

The use of such cookies is subject to the privacy and cookie policies of the relevant third parties.

4.6 Marketing and Advertising Cookies (Where Applicable)

Should IT Galaxy make use of marketing, advertising, or remarketing services in the future, cookies may be used to help deliver relevant content, measure the effectiveness of marketing campaigns, and improve the relevance of advertising displayed to users.

Where required by applicable law, such cookies will only be used with the appropriate consent of the website user.

IT Galaxy regularly reviews the cookies used on its website and may introduce, modify, or discontinue specific cookies as the website, its functionality, or applicable legal requirements evolve.

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5. How We Use Cookies

IT Galaxy uses cookies and similar technologies to support the operation, security, performance, and continuous improvement of the IT Galaxy website.

Depending on the type of cookie used, cookies may assist us to:

- Ensure that the website functions correctly and efficiently;
- Maintain website security and help protect against fraudulent or malicious activity;
- Remember user preferences and improve the browsing experience;
- Analyse how visitors use the website in order to improve website functionality, performance, and usability;
- Monitor website performance and identify technical issues;
- Support website administration and system maintenance;
- Improve the quality of our products, services, and online content;
- Measure the effectiveness of website features and customer interactions; and
- Comply with applicable legal and regulatory requirements where necessary.

Where analytics or performance cookies are used, the information collected is generally used in an aggregated or anonymised form to help us better understand website usage trends. Such information is not intended to identify individual users unless required for a legitimate purpose and permitted by applicable law.

Where marketing or advertising cookies are implemented in the future, such cookies will be used only for lawful purposes and, where required by applicable legislation, only with the appropriate consent of the website user.

IT Galaxy does not use cookies to collect more personal information than is reasonably necessary for the purposes described in this Cookie Policy, nor do we use cookies in a manner that is inconsistent with our Privacy Policy or applicable South African legislation.

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6. Third-Party Cookies

The IT Galaxy website may make use of services provided by trusted third-party providers that place cookies or similar technologies on your device in support of the functionality, security, performance, or operation of the website.

These third-party cookies may be used for purposes such as:

- Website analytics and performance measurement;
- Website security and fraud prevention;
- Payment processing services;
- Embedded content, such as videos or interactive media;
- Customer communication or support tools; and
- Other website services that enhance the user experience.

Where applicable, third-party providers may collect and process information in accordance with their own privacy policies and cookie policies. IT Galaxy does not control the operation, content, or privacy practices of third-party websites, services, or cookies.

Examples of trusted third-party providers may include:

- Website analytics providers;
- Payment gateway providers;
- Website hosting and security service providers;
- Social media platforms;
- Customer support platforms; and
- Other technology partners engaged to support the operation of the IT Galaxy website.

Users are encouraged to review the privacy policies and cookie policies of any third-party providers whose services are used through or in connection with the IT Galaxy website.

The inclusion of third-party services on the IT Galaxy website does not constitute an endorsement of those providers or their products or services. IT Galaxy shall not be responsible for the privacy practices, security measures, or content of third-party websites or services, except to the extent required by applicable South African legislation.

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7. Managing Cookie Preferences

You have the ability to manage or control the use of cookies through your web browser settings and, where applicable, through the cookie preferences or consent tools provided on the IT Galaxy website.

Most web browsers allow you to:

- View the cookies stored on your device;
- Delete existing cookies;
- Block all cookies or selected categories of cookies;
- Receive notifications before cookies are placed on your device; and
- Configure your browser to automatically reject certain cookies.

Please note that restricting or disabling certain cookies may affect the functionality, performance, or availability of some features of the IT Galaxy website. In particular, strictly necessary cookies are essential for the operation and security of the website and cannot be disabled through our website's cookie preference tools.

Where required by applicable South African legislation, IT Galaxy will request your consent before placing cookies that are not strictly necessary for the operation of the website. You may withdraw or change your cookie preferences at any time using the cookie management options available on the website, where such functionality is provided, or by adjusting your browser settings.

Instructions for managing cookies are available through the support pages of most web browsers. Users are encouraged to consult the documentation provided by their browser developer for information on managing cookie settings.

For further information regarding how IT Galaxy processes personal information, please refer to our **Privacy Policy**.

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8. Updates to this Cookie Policy

C TO Z SUPPLIES t/a IT Galaxy reserves the right to review, amend, update, or replace this Cookie Policy from time to time to ensure that it remains accurate, relevant, and compliant with applicable legislation, regulatory requirements, industry standards, and changes to our website or the technologies we use.

This Cookie Policy may be updated to reflect, among other things:

- Changes in applicable legislation or regulatory requirements;
- Changes to the cookies or similar technologies used on the IT Galaxy website;
- Changes to website functionality, products, or services;
- The introduction of new technologies or third-party service providers; or
- Improvements to our privacy and information governance practices.

Any updates to this Cookie Policy will become effective upon publication on the IT Galaxy website, unless a later effective date is expressly stated.

Users are encouraged to review this Cookie Policy periodically to remain informed about how cookies and similar technologies are used on the IT Galaxy website.

The latest approved version of this Cookie Policy will always be available on the IT Galaxy website and will supersede all previous versions from the effective date of publication.

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9. Contact Information

If you have any questions regarding this **Cookie Policy**, the use of cookies or similar technologies on the IT Galaxy website, or require further information regarding our privacy practices, please contact our Information Officer using the details below.

Company Information

Company Name: C TO Z SUPPLIES
Trading Name: IT Galaxy
Registration Number: 2024/689902/07

Information Officer

Name: Cara James
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