C TO Z SUPPLIES t/a IT Galaxy

Privacy Policy

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Copyright Notice

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This Privacy 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 Privacy 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).

We collect only the information necessary to provide our products and services, respond to your enquiries, process quotations and orders, meet our legal obligations, and improve your experience with our business.

We do not sell or trade your personal information. We are committed to protecting the information you entrust to us through appropriate security measures and responsible information management practices.

This Privacy Policy explains what personal information we collect, how we use it, how we protect it, and the choices and rights available to you.

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1. Purpose of the Privacy Policy

The purpose of this Privacy Policy is to explain how **C TO Z SUPPLIES t/a IT Galaxy** collects, uses, stores, protects, shares, and otherwise processes personal information in the course of its business operations.

This Policy is intended to help customers, suppliers, website visitors, business partners, and other individuals understand:

- What personal information we collect;
- How we collect personal information;
- Why we collect and process personal information;
- When personal information may be shared with third parties;
- How we protect personal information;
- How long personal information is retained; and
- The rights available to individuals under the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA").

This Privacy Policy reflects our commitment to processing personal information lawfully, fairly, transparently, and responsibly, while respecting the privacy rights of every individual who interacts with IT Galaxy.

This Privacy Policy should be read together with our PAIA Manual, POPIA Manual, Website Terms and Conditions, and any other applicable governance documents published by C TO Z SUPPLIES t/a IT Galaxy.

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2. Scope

This Privacy Policy applies to all personal information collected and processed by **C TO Z SUPPLIES t/a IT Galaxy** in connection with its business operations.

This Policy applies to personal information relating to:

- Customers and prospective customers;
- Website visitors;
- Suppliers, distributors, and service providers;
- Business partners and contractors;
- Individuals submitting enquiries or Request for Quotation (RFQ) forms;
- Individuals who communicate with the Company by email, telephone, or other communication channels; and
- Any other individual whose personal information is lawfully processed by the Company.

This Privacy Policy applies to personal information collected through:

- The IT Galaxy website;
- Online forms, including Request for Quotation (RFQ) forms;
- Email correspondence;
- Telephone conversations;
- In-person interactions;
- Social media platforms managed by the Company (where applicable); and
- Any other lawful means through which personal information is collected.

This Privacy Policy applies only to personal information processed by **C TO Z SUPPLIES t/a IT Galaxy** and does not apply to third-party websites or services that may be accessed through links provided on the Company's website.

This Privacy Policy applies regardless of whether personal information is processed in electronic or paper-based format and applies throughout the lifecycle of the information, from the time it is collected until it is securely destroyed or anonymised in accordance with applicable legislation and the Company's governance policies.

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3. Information We Collect

C TO Z SUPPLIES t/a IT Galaxy collects only the personal information that is reasonably necessary to conduct its business, provide products and services, respond to enquiries, fulfil contractual obligations, and comply with applicable legislation.

The type of personal information collected will depend on the nature of your interaction with the Company.

3.1 Personal Identification Information

We may collect personal identification information, including:

- Full name;
- Company or business name (where applicable);
- Job title or position (where applicable);
- Telephone or mobile number;
- Email address; and
- Physical or postal address (where required).

3.2 Business Information

Where you represent a business or organisation, we may collect:

- Company name;
- Registration number (where applicable);
- VAT number (where applicable);
- Delivery and billing addresses; and
- Other business-related information necessary to provide our products or services.

3.3 Request for Quotation (RFQ) Information

When you submit a Request for Quotation, we may collect information relating to your enquiry, including:

- Product or service requirements;
- Technical specifications;
- Quantities;
- Preferred timelines;
- Budget information (where voluntarily provided); and
- Any additional information you choose to include in your enquiry.

3.4 Communication Information

We may retain records of communications between you and IT Galaxy, including communications made by:

- Email;
- Telephone;
- Website contact forms;
- Request for Quotation forms; and
- Other communication channels used by the Company.

3.5 Technical Information

When you visit our website, certain technical information may be collected automatically, including:

- Internet Protocol (IP) address;
- Browser type and version;
- Device information;
- Operating system;
- Date and time of access;
- Pages visited; and
- Other technical information generated through your interaction with our website.

Some of this information may be collected through cookies or similar technologies. Please refer to our Cookie Policy for further information.

3.6 Information You Voluntarily Provide

You may voluntarily provide additional personal information when:

- Submitting enquiries;
- Requesting quotations;
- Placing orders;
- Requesting technical support;
- Completing forms;
- Participating in surveys (where applicable); or
- Communicating with the Company for any other legitimate purpose.

3.7 Information We Do Not Intentionally Collect

IT Galaxy does not intentionally collect Special Personal Information or the personal information of children unless such collection is authorised or required by law or another lawful basis exists under POPIA.

3.8 Transaction Information

Where products or services are purchased, we may collect information necessary to process and fulfil your order, including:

- Order history;
- Quotation history;
- Invoice details;
- Delivery information;
- Payment status (excluding full payment card details); and
- Warranty or after-sales support information.

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4. How We Collect Personal information

C TO Z SUPPLIES t/a IT Galaxy collects personal information in a lawful, fair, and transparent manner. Personal information is collected directly from you wherever reasonably practicable. In certain circumstances, personal information may also be obtained from authorised third parties or through automated technologies associated with the use of our website.

Personal information may be collected in the following ways:

4.1 Directly from You

We collect personal information that you voluntarily provide when you:

- Submit a Request for Quotation (RFQ);
- Complete a contact or enquiry form;
- Purchase products or services;
- Request technical support;
- Contact us by email or telephone;
- Visit our premises (where applicable); or
- Communicate with us through any other authorised communication channel.

4.2 Through Our Website

When you visit the IT Galaxy website, certain information may be collected automatically through your browser or device. This may include technical information such as your IP address, browser type, device information, pages visited, and website usage data.

This information helps us maintain website security, improve website performance, and better understand how visitors use our website.

4.3 Through Cookies and Similar Technologies

Our website may use cookies and similar technologies to improve functionality, enhance your browsing experience, analyse website traffic, and remember your preferences.

Further information regarding our use of cookies is available in our Cookie Policy.

4.4 Through Business Communications

Personal information may be collected during normal business interactions, including:

- Email correspondence;
- Telephone conversations;
- Virtual meetings;
- Supplier and customer communications; and
- Other lawful business communications.

4.5 From Third Parties

Where appropriate and lawful, we may receive personal information from third parties, including:

- Suppliers and distributors;
- Business partners;
- Service providers;
- Publicly available sources; or
- Other persons authorised to provide such information.

Where personal information is obtained from a third party, we will process that information in accordance with POPIA and applicable legislation.

4.6 Accuracy of Information

We rely on you to provide accurate, complete, and up-to-date personal information. Where your personal information changes, we encourage you to notify us so that our records can be updated accordingly.

4.7 Our Commitment to Transparency

Whenever we collect your personal information, we will endeavour to explain why the information is required, how it will be used, and whether providing the information is voluntary or required for us to provide a particular product or service.

We believe that transparent communication is fundamental to building trust and maintaining responsible information governance.

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5. Why We Process Personal Information

C TO Z SUPPLIES t/a IT Galaxy processes personal information only where there is a lawful and legitimate business purpose for doing so. We collect and use personal information responsibly to provide our products and services, manage our business operations, comply with legal obligations, and improve the experience of our customers and business partners.

Personal information may be processed for one or more of the following purposes:

5.1 To Respond to Enquiries

We use personal information to:

- Respond to enquiries and requests for information;
- Communicate with prospective and existing customers;
- Provide advice regarding our products and services; and
- Respond to general business communications.

5.2 To Prepare Quotations

We process personal information to:

- Prepare accurate quotations;
- Confirm product availability;
- Obtain pricing from suppliers and distributors where necessary;
- Recommend suitable products or services; and
- Communicate quotation details.

5.3 To Process Orders

Where you purchase products or services from us, we process personal information to:

- Confirm orders;
- Arrange procurement where required;
- Deliver products or services;
- Provide invoices and related documentation; and
- Manage warranty and after-sales support.

5.4 To Manage Customer Relationships

Personal information may be processed to:

- Maintain customer records;
- Provide customer support;
- Respond to service requests;
- Improve customer service; and
- Maintain ongoing business relationships.

5.5 To Manage Suppliers and Business Partners

We process personal information relating to suppliers, distributors, contractors, and service providers for legitimate business purposes, including procurement, supplier management, contract administration, and business communications.

5.6 To Comply with Legal and Regulatory Obligations

Personal information may be processed where necessary to comply with:

- The Protection of Personal Information Act, 2013 (POPIA);
- The Promotion of Access to Information Act, 2000 (PAIA);
- Tax legislation;
- Company law;
- Consumer protection legislation; and
- Any other applicable South African legislation.

5.7 To Improve Our Website and Services

We may process technical and usage information to:

- Improve website functionality;
- Monitor website performance;
- Analyse website usage;
- Enhance security; and
- Improve the products and services we offer.

5.8 To Protect Our Business

Personal information may be processed where necessary to:

- Prevent fraud or unlawful activity;
- Protect our legal rights and interests;
- Resolve disputes;
- Enforce contractual rights; and
- Protect the security of our systems and business operations.

5.9 Marketing Communications

Where permitted by law, we may use your contact details to provide information about products, services, or business updates that may be relevant to you.

Where required by POPIA, we will obtain your consent before sending direct marketing communications, and you may opt out of receiving such communications at any time.

5.10 Lawful Processing

We process personal information only where there is a lawful basis for doing so under POPIA, including where:

- You have provided your consent (where required);
- Processing is necessary to fulfil a contract;
- Processing is required by law;
- Processing protects a legitimate interest of the data subject; or
- Processing is necessary for the legitimate interests of the Company, provided such interests do not override your rights and freedoms.

5.11 Our Commitment to Responsible Processing

We are committed to collecting and processing only the personal information that is reasonably necessary for the purposes described in this Privacy Policy.

We will not use your personal information for purposes that are incompatible with the reason for which it was collected, unless permitted or required by law or with your consent where required.

Our objective is to process personal information responsibly, transparently, and with respect for your privacy at every stage of our relationship with you.

6. Sharing of Personal Information

C TO Z SUPPLIES t/a IT Galaxy respects your privacy and treats your personal information as confidential.

We do not sell, rent, trade, or otherwise commercially exploit your personal information.

We believe that your personal information belongs to you. Our responsibility is to protect it, use it responsibly, and respect the trust you place in us when you choose to do business with IT Galaxy.

Your personal information will only be shared where it is necessary to provide our products or services, where required by law, or where you have provided your consent where required.

6.1 Suppliers, Distributors and Manufacturers

We may share relevant personal information with authorised suppliers, distributors, manufacturers, or wholesalers where necessary to:

- Obtain quotations;
- Confirm product availability;
- Procure products or services;
- Arrange deliveries;
- Facilitate warranty claims; or
- Provide technical support.

Only the minimum personal information reasonably required to perform these services will be shared.

6.2 Service Providers

We may share personal information with trusted third-party service providers who assist us in operating our business, including providers of:

- Website hosting;
- Information technology services;
- Email and communication services;
- Accounting and financial services;
- Legal and professional advisory services;
- Courier and logistics services; and
- Payment processing services (where applicable).

These service providers are required to protect your personal information and process it only for authorised purposes.

6.3 Legal and Regulatory Requirements

We may disclose personal information where required to do so by law or where disclosure is necessary to:

- Comply with applicable legislation;
- Respond to lawful requests from regulatory authorities;
- Comply with a court order, subpoena, or other legal process;
- Protect our legal rights and interests; or
- Prevent or investigate unlawful or fraudulent activity.

6.4 Business Transactions

Should C TO Z SUPPLIES undergo a merger, acquisition, restructuring, or sale of all or part of its business, personal information may be transferred as part of that transaction, subject to appropriate confidentiality obligations and compliance with applicable legislation.

6.5 International Transfers

Where personal information is transferred outside the Republic of South Africa, we will take reasonable steps to ensure that such transfers are carried out in accordance with POPIA and that appropriate safeguards are in place to protect your personal information.

6.6 Your Consent

Where required by law, we will obtain your consent before sharing your personal information with third parties.

Where consent is not required under POPIA, personal information will only be shared on another lawful basis permitted by the Act.

6.7 Our Commitment to Responsible Sharing

Whenever personal information is shared, we will take reasonable steps to ensure that only the information necessary for the intended purpose is disclosed.

We remain committed to protecting your privacy and ensuring that your personal information is handled responsibly, securely, and in accordance with applicable legislation.

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7. International Transfers of Personal Information

C TO Z SUPPLIES t/a IT Galaxy is based in the Republic of South Africa and primarily processes personal information within South Africa.

In certain circumstances, personal information may be transferred to, stored in, or processed in countries outside South Africa where this is necessary to provide our products or services, utilise trusted service providers, or support our business operations.

Where personal information is transferred internationally, we will take reasonable steps to ensure that:

- The recipient is subject to laws that provide an adequate level of protection for personal information; or
- Appropriate contractual or other safeguards are in place to protect your personal information; and
- The transfer complies with the requirements of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA").

Where required by law, we will obtain your consent before transferring your personal information outside South Africa.

Regardless of where your personal information is processed, C TO Z SUPPLIES t/a IT Galaxy remains committed to protecting your personal information and ensuring that it is handled responsibly, securely, and in accordance with applicable legislation.

At the time of publication of this Privacy Policy, IT Galaxy does not intentionally transfer personal information internationally except where this may occur through the use of reputable technology, cloud-hosting, communication, or software service providers that support our business operations.

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8. Information Security

C TO Z SUPPLIES t/a IT Galaxy is committed to protecting the confidentiality, integrity, and availability of the personal information entrusted to us.

We implement appropriate administrative, technical, and physical safeguards designed to protect personal information against unauthorised access, disclosure, alteration, loss, misuse, or destruction.

These measures include, where appropriate:

- Access controls to limit who may access personal information;
- Password-protected systems and user authentication;
- Secure storage of electronic and physical records;
- Appropriate network and device security measures;
- Regular software and security updates;
- Secure backup and recovery procedures;
- Staff awareness of privacy and information security responsibilities; and
- Ongoing review and improvement of our information security practices.

While we take reasonable steps to safeguard personal information, no method of electronic transmission or storage can be guaranteed to be completely secure. We therefore encourage individuals to take appropriate precautions when sharing personal information electronically.

Where a security incident involving personal information occurs, we will respond appropriately and, where required by applicable legislation, notify affected individuals and the relevant authorities in accordance with our legal obligations.

8.1 Your Role in Protecting Your Information

You also play an important role in protecting your personal information. We encourage you to:

- Keep your passwords and login credentials confidential;
- Contact us if you suspect unauthorised use of your personal information;
- Ensure that information you provide to us is accurate and up to date; and
- Exercise caution when communicating personal information over the internet.

Working together helps us maintain a secure and trusted business relationship.

Information security is not simply a legal obligation for us—it is a commitment to protecting the trust our customers, suppliers, and business partners place in our Company.

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9. Retention of Personal Information

C TO Z SUPPLIES t/a IT Galaxy retains personal information only for as long as it is reasonably necessary to fulfil the purpose for which it was collected, to comply with applicable legal and regulatory obligations, to resolve disputes, or to enforce our agreements and legal rights.

The period for which personal information is retained will depend on the nature of the information, the purpose for which it was collected, and any legal or operational requirements applicable to that information.

Personal information may be retained for purposes including:

- Providing products and services;
- Maintaining customer and supplier records;
- Accounting and financial record-keeping;
- Warranty and after-sales support;
- Compliance with tax, company, and other applicable legislation;
- Resolving complaints or disputes; and
- Protecting the legitimate interests of the Company where permitted by law.

Where personal information is no longer required for these purposes, we will take reasonable steps to securely destroy, delete, anonymise, or permanently de-identify the information in accordance with our record retention procedures and applicable legislation.

9.1 Record Retention

Different categories of information may be retained for different periods depending on legal, contractual, or operational requirements.

Examples include:

- Customer records;
- Supplier records;
- Financial and accounting records;
- Tax records;
- Quotation and order records;
- Website enquiry records; and
- Business correspondence.

Retention periods are determined in accordance with applicable legislation and the Company's internal record management and governance procedures.

9.2 Secure Disposal

When personal information is no longer required, IT Galaxy will take reasonable steps to ensure that it is disposed of securely to prevent unauthorised access, disclosure, or misuse.

Depending on the format of the information, secure disposal may include:

- Secure deletion of electronic records;
- Permanent anonymisation or de-identification;
- Secure destruction of paper records; or
- Other appropriate methods designed to prevent the reconstruction or recovery of personal information.

Our approach to information retention is guided by the principle of responsible information management. We retain information only for as long as it serves a legitimate business or legal purpose and dispose of it securely when it is no longer required.

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10. Rights of Data Subjects

C TO Z SUPPLIES t/a IT Galaxy recognises and respects the rights of data subjects as provided for under the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA").

Subject to applicable legislation, you may exercise the following rights regarding your personal information.

10.1 Right of Access

You have the right to request confirmation as to whether we hold personal information relating to you and, where applicable, to request access to that information in accordance with POPIA and the Promotion of Access to Information Act, 2000 (PAIA).

10.2 Right to Correction

You may request that inaccurate, incomplete, misleading, or outdated personal information be corrected or updated.

10.3 Right to Deletion

Where permitted by law, you may request that your personal information be deleted, destroyed, or de-identified where it is no longer required for the purpose for which it was collected or where there is no lawful basis for its continued processing.

Certain information may, however, be retained where required by applicable legislation or for legitimate business purposes.

10.4 Right to Object

You have the right to object, on reasonable grounds, to the processing of your personal information where permitted under POPIA.

You may also object to the processing of your personal information for direct marketing purposes.

10.5 Right to Withdraw Consent

Where processing is based on your consent, you may withdraw your consent at any time.

Withdrawal of consent will not affect the lawfulness of any processing undertaken before the consent was withdrawn.

10.6 Right to Lodge a Complaint

If you believe that your personal information has been processed contrary to POPIA, you may lodge a complaint with:

- The Information Officer of C TO Z SUPPLIES t/a IT Galaxy; or
- The Information Regulator (South Africa).

We encourage you to contact us first so that we may attempt to resolve your concerns promptly and fairly.

10.7 Exercising Your Rights

Requests relating to your personal information may be submitted to our Information Officer using the contact details provided in this Privacy Policy.

To protect your privacy and prevent unauthorised access, we may request reasonable proof of identity before processing your request.

We will consider and respond to requests within the timeframes prescribed by applicable legislation.

We believe that privacy rights should be easy to understand and straightforward to exercise. If you have any questions about your personal information or this Privacy Policy, we encourage you to contact us. We are committed to responding openly, respectfully, and in accordance with applicable legislation.

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11. Cookies and Website Technologies

The IT Galaxy website uses cookies and similar technologies to improve your browsing experience, enhance website functionality, analyse website traffic, and support the secure operation of our website.

Cookies are small text files that are stored on your device when you visit a website. They help websites remember your preferences, improve performance, and provide a more personalised user experience.

Depending on how you interact with our website, cookies may be used to:

- Remember your website preferences and settings;
- Improve website functionality and performance;
- Analyse website traffic and visitor behaviour;
- Enhance website security;
- Assist with troubleshooting and website maintenance; and
- Support the delivery of relevant website content.

Some cookies are essential for the proper operation of the website and cannot be disabled without affecting website functionality. Other cookies may be optional and may be managed through your browser settings or any cookie preference tools made available on our website.

Where required by applicable legislation, your consent will be obtained before optional cookies are placed on your device.

You may configure your internet browser to refuse or delete cookies. Please note, however, that disabling certain cookies may affect the functionality and performance of the website.

For more detailed information about the cookies we use, how they operate, and how you can manage your cookie preferences, please refer to our separate **Cookie Policy**, available on our website.

We are committed to using website technologies responsibly and only where they support the security, functionality, performance, and continuous improvement of our website and services.

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12. Third-Party Websites

The IT Galaxy website may contain links to third-party websites, products, services, or online resources that are provided for your convenience or to assist you in obtaining additional information.

Please note that once you leave the IT Galaxy website and access a third-party website, this Privacy Policy no longer applies.

C TO Z SUPPLIES t/a IT Galaxy does not own, control, or manage the privacy practices, content, security, or operation of third-party websites and accepts no responsibility or liability for their privacy policies, content, or information handling practices.

We encourage you to review the privacy policy and terms and conditions of every third-party website you visit before providing any personal information.

The inclusion of a link to a third-party website does not imply endorsement, recommendation, or approval of that website, its products, services, or its privacy practices unless expressly stated.

Where third-party service providers process personal information on our behalf, they are required to process such information in accordance with applicable legislation and appropriate contractual obligations.

Although we carefully select the organisations and service providers with whom we choose to do business, we encourage you to exercise the same level of care when interacting with third-party websites. Protecting your personal information is a shared responsibility between website operators and users.

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13. Changes to this Privacy Policy

C TO Z SUPPLIES t/a IT Galaxy may review and update this Privacy Policy from time to time to reflect changes in applicable legislation, regulatory requirements, business operations, website functionality, technology, or information management practices.

Where material changes are made, the updated Privacy Policy will be published on our website together with the revised effective date and version number.

We encourage you to review this Privacy Policy periodically to remain informed about how we collect, use, protect, and process your personal information.

Your continued use of our website and services following the publication of an updated Privacy Policy constitutes your acknowledgement of the revised Policy, to the extent permitted by applicable law.

If we make changes that materially affect how we process your personal information, we will take reasonable steps to notify affected individuals where required by law.

C TO Z SUPPLIES t/a IT Galaxy is committed to maintaining a Privacy Policy that is accurate, transparent, and aligned with both legislative requirements and recognised good governance practices.

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14. Contact Information

If you have any questions regarding this Privacy Policy, wish to exercise your rights under the Protection of Personal Information Act, 2013 (POPIA), or require further information about how C TO Z SUPPLIES t/a IT Galaxy processes your personal information, 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
Position: Owner / Director / Information Officer
Telephone: +27 (0) 83 946 3469
Email: admin@itgalaxy.co.za
Website: https://www.itgalaxy.co.za

Postal Address

Same as Physical Address

Physical Address

Friedenheim JT258
Nelspruit
1200, Mpumalanga

We are committed to responding to enquiries relating to personal information promptly, professionally, and in accordance with applicable legislation.

We value open communication and encourage you to contact us if you have any questions about this Privacy Policy or the way we process your personal information. We are committed to handling all privacy-related enquiries respectfully, transparently, and in accordance with applicable legislation.

15. Information Regulator

If you believe that C TO Z SUPPLIES t/a IT Galaxy has not processed your personal information in accordance with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA"), and you are not satisfied with the outcome of your enquiry or complaint, you have the right to lodge a complaint with the Information Regulator (South Africa).

The Information Regulator is the independent statutory body responsible for monitoring and enforcing compliance with POPIA and the Promotion of Access to Information Act, 2000 (PAIA).

Information Regulator (South Africa)

Physical Address:
JD House
27 Stiemens Street
Braamfontein
Johannesburg
2001
South Africa

Postal Address:
P.O. Box 31533
Braamfontein
Johannesburg
2017

General Enquiries:
010 023 5200

Email:
PAIACompliance@inforegulator.org.za

Website:
https://inforegulator.org.za

We encourage you to contact C TO Z SUPPLIES t/a IT Galaxy in the first instance so that we may have the opportunity to address your concerns promptly, fairly, and transparently. However, nothing in this Privacy Policy limits your right to contact the Information Regulator or to exercise any rights available to you under applicable legislation.
