



Privacy Notice for TydeCo

Last Updated: 4 December 2024

At TydeCo, we are committed to safeguarding the privacy of our clients, customers, and website visitors. This Privacy Notice explains how we collect, use, disclose, and protect your personal information in accordance with global privacy standards, including the General Data Protection Regulation (GDPR) and the Protection of Personal Information Act (POPIA).

1. Information We Collect

We collect and process personal information to provide and improve our services. This information may include, but is not limited to:

- Name
- Contact details (e.g., email address, phone number, postal address)
- IP address and browser details
- Device information and website usage data (via cookies)
- Other information provided during service interactions

2. How We Use Your Information

We will only use your personal information for the purposes it was collected, which include:

- Fulfilling service requests and managing your account
- Communicating with you about our services or products
- Conducting internal audits, research, and statistical analysis
- Improving website functionality and user experience
- Complying with legal and regulatory requirements

3. Legal Basis for Processing (GDPR Compliance)

For residents of the European Economic Area (EEA), we rely on the following legal bases to process your personal data:

- **Consent:** When you provide consent to process your data for specific purposes.
- **Contract:** When processing is necessary for the performance of a contract.
- **Legal Obligation:** To comply with a legal requirement.
- **Legitimate Interests:** For purposes such as improving our services and marketing, provided these interests are not overridden by your rights.

4. Sharing Your Information

We may share your personal information with third-party service providers to facilitate service delivery. These third parties are contractually required to safeguard your data and use it only for the purposes specified by us.

Where required by law, we may disclose personal information to comply with legal obligations or protect our rights. We do not sell or share your personal information with unauthorized entities.

5. International Data Transfers

Due to the global nature of our operations, your personal information may be transferred to and processed in countries outside of your country of residence. Where data transfers occur outside of the EEA or other jurisdictions with similar data protection laws, we ensure appropriate safeguards are in place, such as standard contractual clauses or your explicit consent.

6. Your Rights (GDPR and POPIA)

You have the following rights regarding your personal information:

- **Access:** You may request a copy of the personal data we hold about you.
- **Correction:** You can request that we update or correct any inaccuracies.
- **Deletion:** You may ask us to delete your personal data in certain circumstances.
- **Data Portability:** You can request a copy of your personal data in a commonly used format.
- **Objection:** You have the right to object to the processing of your data for certain purposes.

- **Withdraw Consent:** Where processing is based on consent, you may withdraw it at any time.

To exercise these rights, please contact us at [Contact Information]. We may require proof of identity to process your request.

7. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your experience on our website, gather analytical data, and serve personalized content. You can control the use of cookies by adjusting your browser settings. However, disabling cookies may affect the functionality of certain features on our website.

8. Data Security

We implement robust security measures to protect your personal data from unauthorized access, use, alteration, or disclosure. Despite our best efforts, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

9. Retention of Personal Information

We retain your personal information only for as long as necessary to fulfill the purposes for which it was collected or as required by law. Once your information is no longer needed, we will securely delete or anonymize it.

10. Changes to This Privacy Notice

We may update this Privacy Notice periodically to reflect changes in our practices or legal requirements. Any changes will be posted on our website, and where appropriate, we will notify you by email or other communication methods.

11. Contact Us

If you have any questions about this Privacy Notice or our data protection practices, please contact us at:

USA Office

10411 Motor City Drive
Suite 750 Bethesda,
Maryland 20817

South Africa Office: Cape Town

Ground Floor – Block B,
Greenford Office Estate,
Punters Way, Kenilworth,
Cape Town, 7708

Phone: 086 111 1600

South Africa Office Johannesburg

1st Floor 22 Magwa
Crescent Gateway West,
Waterfall City,
Midrand, 1685

Phone: 086 111 1600

Email: info@awcape.co.za Email: info@awcape.co.za

Phone: (301) 685-3560

Email:

For further information:

Information Officer:

Matthew Lescault

hello@tydeco.com

Tel: (301) 685-3560

By using our services, you consent to the collection, use, and sharing of your information as described in this Privacy Notice.