

Privacy Policy

Coast IT (Pty) Ltd

Effective date: 24 August 2026

1. Introduction

This Privacy Policy explains how Coast IT (Pty) Ltd collects, uses, stores, shares and protects information when you use our website, Client Zone, online store, products or services, request a quotation, place an order, contact us, or otherwise interact with Coast IT.

This Privacy Policy should be read together with our POPIA Policy, Terms and Conditions, and Refund, Returns and Cancellation Policy.

2. Information We Collect

Depending on how you interact with Coast IT, we may collect and process information including:

- Your name and surname.
- Business or company name.
- Email address and telephone number.
- Billing, delivery and service addresses.
- Company registration, VAT or tax information where required for the transaction.
- Account and Client Zone information.
- Quotations, orders, invoices, payment status and transaction history.
- Products and services purchased or requested.
- Domain registration, hosting, software, website and technical service information.
- Support tickets, emails, forms and other communications.
- IP address, browser, device, operating system and website activity.
- Security logs and authentication information.
- Marketing preferences and referral information.

3. Payment Information

Payments may be processed by banks, payment gateways or other payment service providers. Where a third-party payment provider processes card or banking credentials directly, Coast IT may receive transaction confirmation, payment status and related billing information without receiving or storing the complete card number, CVV or online-banking credentials.

Payment providers process information under their own privacy, security and contractual terms.

4. How We Use Information

We may use information for the following purposes:

- Creating and managing customer accounts.
- Preparing quotations and processing orders.
- Issuing invoices and administering payments.
- Delivering physical goods.
- Registering, renewing, transferring and managing domain names.
- Provisioning and maintaining hosting, email, website, software, telecommunications, AI automation and related technology services.
- Providing technical support and customer service.
- Sending order, billing, renewal, service and security communications.

- Preventing fraud, abuse, unauthorised access and security incidents.
- Maintaining accounting, tax, contractual and legal records.
- Improving our website, products, services and customer experience.
- Sending direct marketing where permitted by law.
- Measuring website and marketing performance.

5. Cookies and Similar Technologies

Our website may use cookies, pixels, local storage and similar technologies for website functionality, account sessions, shopping basket functions, security, analytics, performance measurement, advertising attribution and user preferences.

You may control many cookies through your browser settings. Disabling essential cookies may prevent parts of the website, online store or Client Zone from functioning correctly.

6. Analytics and Advertising

We may use analytics and advertising services to understand website traffic, campaign performance and customer journeys. These services may process technical identifiers, device information, approximate location, referral information and website activity in accordance with their own policies.

Where consent is legally required for non-essential tracking, Coast IT will use an appropriate consent mechanism.

7. Direct Marketing

Coast IT may send direct marketing communications where permitted by applicable law. You may object to or unsubscribe from electronic direct marketing at any time using the method provided in the communication or by contacting Coast IT.

Transactional, service, billing, renewal and security communications are not direct marketing and may still be sent where reasonably required to administer an active account, order or service.

8. Sharing of Information

Coast IT does not sell personal information as a commercial product. We may share information where reasonably necessary to provide products or services, administer our business, protect our systems or comply with law.

Recipients may include:

- Payment processors, banks and financial institutions.
- Hosting, cloud, backup, email and infrastructure providers.
- Domain registries, registrars and domain service providers.
- Software, licensing, telecommunications and technology providers.
- Courier, delivery and logistics providers.
- Accounting, professional and compliance service providers.
- Security and fraud-prevention providers.
- Authorities, regulators or courts where disclosure is required or permitted by law.

9. Third-Party Services

Certain Coast IT products and services depend on independent third-party providers. Their own privacy policies and terms may apply to information they process in connection with those services. Coast IT is not responsible for the independent privacy practices of third-party websites or services that you choose to use.

10. International Processing

Some service providers used by Coast IT may process or store information outside South Africa. Where personal information is transferred internationally, Coast IT will apply the requirements of applicable South African data-protection law, including the Protection of Personal Information Act 4 of 2013.

11. Information Security

Coast IT uses reasonable technical and organisational safeguards appropriate to the nature of the information and the risks involved. These measures may include access controls, authentication, encryption, secure network connections, monitoring, backups, security updates and restricted administrative access.

No online system can be guaranteed to be completely secure. Customers are responsible for protecting their own passwords, email accounts, devices and authentication credentials and should notify Coast IT promptly if unauthorised access is suspected.

12. Retention of Information

Coast IT retains information only for as long as reasonably necessary for the purpose for which it was collected, to provide ongoing services, comply with contractual obligations, maintain accounting or tax records, resolve disputes, protect legal rights, maintain security, or comply with law.

When information is no longer required and Coast IT is not legally entitled or required to retain it, the information may be deleted, destroyed or de-identified.

13. Your Rights

Subject to applicable law, you may have the right to request access to personal information Coast IT holds about you, request correction of inaccurate information, request deletion or destruction where legally available, object to certain processing, withdraw consent where processing relies on consent, or object to direct marketing.

Our POPIA Policy explains these rights and the request process in more detail.

14. Children

Our general commercial website and services are not directed at children. Where a service requires the processing of personal information relating to a child, Coast IT will process that information only where legally permitted and with the required authority or consent.

15. Third-Party Links

Our website may contain links to third-party websites, social networks, payment services or external platforms. Coast IT does not control the privacy practices of independent third parties. Their own privacy policies and terms apply when you use those services.

16. Changes to this Privacy Policy

Coast IT may update this Privacy Policy when our services, technology, suppliers or legal obligations change. The current version will be published on our website with its effective date.

17. Contact

Coast IT (Pty) Ltd can be contacted regarding this policy using the following details:

- Website: <https://coastit.co.za>
- Email: info@coastit.co.za
- Telephone: 087 550 0204
- Physical address: 124 Soutpansberg Drive, Kempton Park, Gauteng, 1619, South Africa