



## Privacy Policy

Effective Date: Oct 2023

[Diligent ICT LTD] ("Company," "we," "us," or "our") is committed to protecting the privacy and security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and protect the information we collect through our website [<https://diligent-ict.com/>] ("Website"). By accessing or using our Website, you agree to the terms of this Privacy Policy.

### 1. Information We Collect

**1.1 Personal Information:** We may collect personal information you provide to us voluntarily, such as your name, email address, phone number, and any other information you choose to provide when you communicate with us, subscribe to our newsletter, or fill out forms on our Website.

**1.2 Usage Information:** We may collect non-personal information about how you interact with our Website, including your IP address, browser type, operating system, pages visited, and the date and time of your visits.

**1.3 Cookies and Tracking Technologies:** We may use cookies and similar tracking technologies to enhance your experience on our Website. These technologies collect information about your browsing activities and preferences and help us analyse and improve our Website. You can modify your browser settings to refuse cookies or alert you when cookies are being sent.

### 2. How We Use Your Information

**2.1 Provide and Improve Services:** We may use your personal information to respond to your inquiries, provide requested services, and improve our Website's functionality and performance.

**2.2 Communication:** We may use your contact information to communicate with you, send you updates, newsletters, marketing materials, and other information about our services, unless you opt out of receiving such communications.

**2.3 Analytics and Aggregated Data:** We may use the information we collect to analyse trends, monitor the effectiveness of our marketing campaigns, and generate aggregated and anonymized data for statistical purposes.

### 3. Information Sharing and Disclosure

**3.1 Service Providers:** We may engage trusted third-party service providers to assist us in operating our Website and performing services on our behalf. These service providers will have access to your information solely for the purposes of carrying out their responsibilities.

**3.2 Legal Requirements:** We may disclose your information if required to do so by law or in response to a valid legal request, such as a court order, government investigation, or to protect our rights, property, or safety.

#### 4. Data Security

We implement appropriate technical and organizational measures to protect your information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

#### 5. Third-Party Websites

Our Website may contain links to third-party websites or services that are not operated by us. We are not responsible for the privacy practices of these websites or services. We recommend reviewing their privacy policies before providing any personal information.

#### 6. Children's Privacy

Our Website is not intended for individuals under the age of 13. We do not knowingly collect personal information from children. If you believe we have inadvertently collected personal information from a child, please contact us, and we will promptly delete the information.

#### 7. Changes to this Privacy Policy

We reserve the right to modify or update this Privacy Policy at any time. We will notify you of any changes by posting the updated policy on our Website. Please review this Privacy Policy periodically for any changes.

#### 8. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our handling of your personal information, please contact us at [enquiries@diligent-ict.com].

By using our Website, you acknowledge that you have read and understood this Privacy Policy and consent to the collection, use, and disclosure of your information as described herein.