P.A.N.D.A
PROACTIVE ADMINISTRATION NETWORK DATA ANALYTICS

Last Updated: 05 October 2026

Privacy Policy

Introduction

Welcome to Panda Digital Privacy Policy. Your privacy is important to us, and this policy explains how we collect, use, and protect your personal data when you use our website, platform, or services. It also outlines your rights and how to exercise them.

Who Does This Policy Apply To?

This policy applies to anyone using our website, platform, or services, including customers purchasing our products.

What Personal Data Do We Collect?

- **Account Information:** Name, email, job title, and contact details when you register.
- **Profile Information:** Username, password, and additional profile details.
- **Third-Party Login:** Data from services like Google when using Single Sign-On (SSO).
- **Inquiries and Support:** Name, email, and chat content from live chat interactions.
- **Marketing:** Email addresses for newsletters, with an option to unsubscribe anytime.
- **Usage Information:** Log data, device details, and location (if applicable).
- **Financial Data:** Bank account details and purchase history.

Why Do We Collect Your Data?

- **Providing Services:** To operate our platform and fulfil customer requests.
- **Improving Services:** To gather feedback and enhance functionality.
- **Security:** To prevent fraud and ensure safe operations.
- **Marketing:** To send relevant content (with your consent).
- **Legal Compliance:** To meet legal obligations and enforce our terms.

When Can We Use Your Data?

We use your data only when:

- You give explicit consent.
- It is needed to fulfil a contract with you.
- It's required by law.
- We have legitimate business interests that don't override your rights.

Sharing Your Data

We may share your personal data with:

- **Service Providers:** For hosting, analytics, or support services.
- **Professional Advisors:** Lawyers, auditors, or consultants.
- **Legal Authorities:** To comply with legal obligations or prevent fraud.
- **Business Transfers:** In case of mergers or acquisitions

International Data Transfers

Your data may be transferred to and stored in countries outside your region. If transferred to countries with different data protection laws, we will take all necessary measures to ensure your data is protected.

Data Security

We use industry-standard security measures to protect personal data from unauthorized access, loss, or misuse. Access to personal data is limited to employees and contractors on a need-to-know basis. We regularly test our systems to ensure they remain secure.

In case of a personal data breach, we will notify both the relevant supervisory authority and affected individuals where required by law.

Data Retention

We keep your data only as long as necessary for business or legal purposes. When no longer needed, we delete or anonymize it.

Cookies

We use cookies to enhance your experience. You can manage cookie preferences through our site or your browser settings. Some features may not function without certain cookies.

Your Rights

You have the right to:

- Access, update, or delete your data.
- Withdraw consent at any time.
- Object to certain processing activities.
- Lodge complaints with relevant authorities.

To exercise these rights, contact us at: **privacy@pandadigital.co.za**

Children’s / Minors’ Personal Information

Our services are not generally intended for use directly by children or persons under the age of 18. However, in certain circumstances, we may be required to collect and process the personal information of a child or minor in connection with the services we provide.

Where personal information relating to a person under the age of 18 is collected or processed, this will only be done where permitted by applicable law and, where required, with the consent of the child’s parent, legal guardian or other competent person authorised by law to provide such consent.

We will only process such information for the specific purpose for which it was collected and will apply appropriate safeguards to protect the confidentiality and security of the information.

If we unknowingly collect personal information relating to a child without the required consent or lawful authority, please notify us so that we can take the appropriate steps.

Policy Changes

We may update this policy occasionally. Significant changes will be communicated by email.

If you have any questions, contact our Data Protection Officer at:

Email: privacy@pandadigital.co.za

Phone: +27 87 7111 782