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Privacy Policy for Shudu Connections' Payment Gateway

1. Introduction

Shudu Connections (referred to as "Company," "we," "our," or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information when you use our payment gateway for our software development, ICT skills development, and consultancy services. By using our payment gateway, you agree to the terms of this Privacy Policy.

2. Information We Collect

When you use Shudu Connections' payment gateway, we may collect the following information:

2.1 Personal Information

- **Contact Information:** Name, email address, phone number, billing address.
- **Payment Information:** Credit/debit card details, bank account numbers, and any other financial information necessary for processing transactions.

2.2 Transaction Details

- **Service Information:** Details of the services you are paying for (e.g., software development, ICT training, consultancy).
- **Payment History:** Transaction dates, amounts paid, payment methods, and any related correspondence.

2.3 Technical Data

- **Device Information:** IP address, browser type, operating system, and other technical information collected automatically when you use the payment gateway.
- **Cookies:** We may use cookies to improve your experience, track transactions, and enhance security.

3. How We Use Your Information

Shudu Connections uses your personal information to:

- Process payments for our services.
- Verify and authenticate your identity and payment method.
- Provide customer support related to payment issues.
- Communicate with you regarding your transaction, including confirmation and receipt details.



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- Improve our services, including the functionality and security of our payment gateway.
- Comply with legal and regulatory requirements, such as tax and anti-fraud regulations.

4. How We Share Your Information

Shudu Connections does not sell or rent your personal information to third parties. However, we may share your information in the following cases:

4.1 With Payment Processors

We share your payment details with third-party payment processors to complete transactions. These processors have their own privacy policies, and we encourage you to review them.

4.2 With Legal Authorities

We may disclose your information if required by law or in response to a legal request, such as a court order or subpoena, or to protect our rights, privacy, safety, or property.

4.3 With Service Providers

We may engage third-party service providers to assist in processing transactions or managing our services. These providers will have access to your personal information only to perform specific tasks on our behalf.

5. Data Security

We implement appropriate security measures to protect your personal information, including encryption, firewalls, and secure socket layer (SSL) technology. While we strive to protect your data, no system can guarantee complete security, and you use the payment gateway at your own risk.

6. Data Retention

Shudu Connections will retain your personal and transaction information for as long as necessary to fulfil the purposes for which it was collected, comply with legal obligations, resolve disputes, and enforce agreements. After this period, your data will be deleted or anonymized.

7. Your Rights

Depending on your jurisdiction, you may have the following rights regarding your personal information:

- **Access:** Request a copy of the personal information we hold about you.
- **Correction:** Request correction of inaccurate or incomplete information.



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- **Deletion:** Request deletion of your personal information, subject to our legal obligations.
- **Objection:** Object to the processing of your personal information in certain circumstances.
- **Withdrawal of Consent:** If you have provided consent for the processing of your data, you can withdraw it at any time.

To exercise these rights, please contact us using the information provided below.

8. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to collect technical data about your use of our payment gateway. This helps us improve the user experience and monitor security. You can manage cookie settings through your browser, though disabling cookies may affect the functionality of our services.

9. Third-Party Links

Our payment gateway may contain links to third-party websites. We are not responsible for the privacy practices or content of these external sites. We encourage you to read the privacy policies of any external websites you visit.

10. Changes to This Privacy Policy

Shudu Connections may update this Privacy Policy from time to time. We will notify you of significant changes by posting the updated policy on our website or through other communication channels. Your continued use of the payment gateway after changes are made signifies your acceptance of the revised policy.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact us at:

- **Email:** info@shuduconnections.com
- **Phone:** 087 265 0394
- **Address:** 1 Mark Shuttleworth Street, Lynwood, Pretoria, 0087