

Privacy Policy

Privacy Policy

Effective Date:

March 31, 2025

1. Introduction

AI Monitor (Pty) Ltd ("we", "us", "our") is committed to protecting the privacy and personal information of our clients, website visitors, and users of our services. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information in compliance with South Africa's Protection of Personal Information Act (POPIA).

2. Information We Collect

- Full name and contact details (email, phone number)
- Company name and physical address
- Surveillance site details (location, type of premises)
- CCTV footage and recordings (from client sites)
- Device and browser information when visiting our website
- Communication records (e.g. emails, WhatsApp chats)

3. How We Use Your Information

- To provide off-site CCTV monitoring and surveillance services
- To communicate with you regarding quotes, service updates, and support
- To improve our website and marketing efforts
- To comply with legal and regulatory obligations
- For internal reporting, analytics, and quality assurance

4. Data Security

We implement appropriate security measures to protect personal information from loss, misuse, or unauthorised access. Access to CCTV footage and client data is restricted to authorised personnel within our control room and IT infrastructure.

5. Sharing of Information

We do not sell or rent personal information. We may share information:

- With service providers who assist us in operating our business (under strict confidentiality)

agreements)

- When required by law or legal process
- To enforce our terms and protect our rights

6. Your Rights

You have the right to:

- Request access to the personal information we hold about you
- Request correction or deletion of your information
- Object to the processing of your personal data
- Lodge a complaint with the Information Regulator

To exercise any of these rights, contact us at info@ai-monitor.co.za.

7. Use of Cookies

Our website may use cookies to improve your browsing experience. You may adjust your browser settings to refuse cookies, but this may affect functionality.

8. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with a revised effective date.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or how your personal information is handled, contact:

AI Monitor (Pty) Ltd

Email: info@ai-monitor.co.za

Website: www.ai-monitor.co.za