

Privacy Policy

1. Q-KON will protect the confidentiality of its customers' information, and use its customers' information only for the purpose permitted or required.
2. Q-KON will only release its customers' information to a third party under the following circumstances:
 - when directed by the written instruction of the customer or prospective customer;
 - when directed by an order of Court;
 - to the Independent Communications Authority of South Africa for the purpose of compiling, verifying or auditing any reports, accounts or other information required under Q-KON's licence or in terms of the relevant national legislature and the regulations made pursuant to that relevant Act^[*];
 - where it is necessary to properly deal with and comply with any legislative enactment or regulation in respect of any complaint lodged in terms of Q-KON's complaints handling procedure;
 - during the process of debt collection;
 - to Q-KON's attorneys in connection with any potential, threatened or actual litigation;
 - to Q-KON's auditors for the purpose of auditing their accounts;
 - and in terms of any applicable law.

* South Africa: Electronic Communications Act, 2005
 * Namibia: Communications Act No 8 of 2009
3. Please take note of the following:
 - You can browse sites without telling us who you are, or revealing any of your personal information. We do track the Internet address of the domains of visitors and analyse such for trends and statistics. The individual user remains anonymous.
4. Equipment supplied by Q-KON:
 - Some of the web pages utilize "cookies" so that you can be provided with more tailored information when you return to the site. "Cookies" are used to enhance your interactive experience and generally improve the service which are offered. You can set your browser to notify you when you receive a cookie, to decide whether or not to accept it.
 - We store the information you supply to us to personalise your use of our services. You may update personal information at any time using the "Personalise" function.
 - We may from time to time disclose aggregate information to third parties to identify the user population in general terms, e.g. 35% males visit a particular site. Your identity and/or personal information will under no circumstances be disclosed.
 - We are not responsible for the privacy practises of or the content on sites linking out of the Q-KON network. You agree to exclude Q-KON from any liability arising from your access to sites other than those on the Q-KON network.
5. Q-KON may from time to time make available for purchase, devices from manufactures or suppliers with whom Q-KON may have distribution agreements.
6. Q-KON may collect certain usage information from these devices, specifically and only for the support of the devices and services offered by Q-KON directly. Q-KON will apply the same protection of confidentiality as expressed herein.
7. The privacy policies of such manufacturers and/or suppliers for these devices shall apply. The only applicable external privacy policy currently applicable can be viewed at the following URL'S's:
 - <http://www.idirect.net/Company/Privacy-Policy.aspx>