PrimeLogic
Software & Web Development

Privacy Statement

June 2018

Rev.1

Table of Contents

1. Overview

PrimeLogic cc provides software engineering and web development services. Our website www.primelogic.co.za provides more information about our services.

This document is used to inform website visitors and customers regarding our policies and security. We respect your privacy and take the protection of personal data very seriously. The purpose of this policy is to describe the way that we collect, store, use, and protect data that can be associated with you or another specific natural or juristic person and can be used to identify you or that person.

2. Personal and Business Information Collection and Use

If you choose to use our services, then you agree to the collection and use of information in relation to this privacy policy. This applies to visitors to our website and customers who have ordered products or services from us. We may use your personal data to fulfil our obligations to you.

The information provided by you as a user of our services, are used to effectively communicate with and/or identify you. This information includes (but are not limited) your Name, Phone Number, Email address and Postal or Business Address.

Your personal information is not shared with any external parties (person or business) for whatever reason, without your written consent.

Personal data excludes any details about yourself which you voluntarily have made public on any blog, chat room, classifieds, community page or discussion boards.

2.1   The right to edit and remove information

You may choose to correct or update the personal data you have submitted to us by contacting us via email or via the website.

You are entitled to a right to be forgotten. We will delete any personal data that you don't want us to have.

If your information is listed on a website or web application developed by PrimeLogic but administered by our web client (the external party), then you must submit your request to update or remove your personal data to the relevant web client's data administrator directly.

3. Security

We take the security of personal data very seriously and always do our best to comply with applicable data protection laws. We will implement and maintain appropriate technical and organisational measures to protect the security and confidentiality of the personal data. We host on a secure server environment that uses a firewall and other advanced security measures to prevent interference or access from outside intruders. All personal data is securely stored in our customer database. We authorize access to personal data only for those employees who require it to fulfil their job responsibilities.

3.1 Password Policy

PrimeLogic does not store passwords anywhere. All password are automatically hashed with a SALT value when passwords are changed, only the hashes are stored in the database. This means that the original password entered is unknown to PrimeLogic.

3.2 Encryption

Transport layer encryption is used to protect all connections to and from websites with SSL certificates (HTTPS). All new websites and web applications (business management systems) developed by PrimeLogic after May 2018 are issued with SSL certificates. Owners of legacy websites which still run on the standard unencrypted HTTP protocol, have been notified in June 2018 and urged to convert to HTTPS. If a client has not accepted this offer, then PrimeLogic will not be held responsible for security leaks over unencrypted connections.

4. Data Policy

4.1 Cookies

Cookies are small files that store selective data on the web browser platform (on your computer's hard drive).

All cookies created by PrimeLogic's software are anonymous except for the "Remember Me" cookie that has to be enabled with a tick box on the sign in page. This cookie remembers your username (typically an email address) to make it easier for you to sign in the next time as the username will be prepopulated. No cookies created by PrimeLogic's software store passwords or any personal information about the user.

PrimeLogic's cookies are typically used to enhance your online experience by remembering some settings and preferences. These cookies are anonymous and completely harmless.

You may change the settings on your browser to refuse or prevent the use of "cookies". While most browsers are initially set up to accept cookies you can reset your browser to refuse all cookies or indicate when a cookie is being sent.

4.2 Database Storage

Almost all of our websites and all web application store data in SQL databases. These databases are located on our web servers and are completely secure. Various levels of security are in place, PrimeLogic follows a high level of database security best practices as published by industry leaders such as Microsoft.

PrimeLogic's SQL and web servers for public websites and web applications are located in high security data centres managed by Hetzner. Some customer have elected to provide their own servers hosted by alternative providers.

4.3 Uploaded files

When a user uploads a document or image to a PrimeLogic website or web application, it is stored on PrimeLogic's web server in a dedicated and secure folder. Access to uploaded documents are strictly controlled, only authorized users have access to confidential data files.

Please note that some data files or images that are intended for public access, such as marketing material, and therefore has open read-only web access.

4.4 Log Data

All of our websites and web applications log diagnostic data to our servers. This log data is typically used for tracing code execution to assist with software diagnostics and maintenance purposes. The log data is completely secure and only authorized and authenticated PrimeLogic staff has access to the log data. User are identified in the log data by name or email address only, but no personal information is stored in the logs. All log data are tagged with time stamps.

4.5 Backup Policy

We implement disaster recovery procedures where appropriate. All backups made by PrimeLogic are for internal purposes and on behalf of our customers. Backups are encrypted and then stored physically on dedicated backup servers that are located within the borders of the Republic of South Africa.

5. External parties

5.1 Links to other sites

Our Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over and assume no responsibility for the privacy of information on these sites.

5.2 Data collection for web usage statistics

PrimeLogic does not have any control over Data collected by Google and Bing Webmaster and Google Analytics – please refer to individual 3rd party privacy statements. PrimeLogic adheres to [Google Analytics Terms of Service](#).

6. Changes to this Privacy Policy

We may update our Privacy Policy from time to time. Thus, we advise you to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately after they are posted on this page.

7. Governing law

The contents of this Privacy Policy shall be governed by the laws of the Republic of South Africa.

8. Contact us

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us.