

# Privacy & Cookies Policy

Jacana IT Solutions takes your online security seriously and is committed to protecting your personal information and your privacy while engaging with the company online.

The following privacy statement explains how we collect, use and secure your information.

When you access and use this website you agree to be legally bound by our terms and conditions as well as this privacy policy as outlined below.

## 1 Information we collect and how we use it.

### 1.1 Information collected automatically.

Jacana IT Solutions tries to ensure that our web experiences offer visitors an enjoyable experience. To help us achieve this goal, Jacana IT Solutions, as with most websites, also collects certain anonymous information automatically about your use of this website.

The data collected may include internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, date/time stamps and/or clickstream data.

We collect this data to diagnose problems with our servers, analytics, system administration, improved marketing and site functionality. Jacana IT Solutions does not link any of the above data to any person's name or identity.

### 1.2 How we use your information.

Jacana IT Solutions will use the information you enter into the website for administration purposes and any other purposes made clear in the data entry forms themselves, in any relevant terms or conditions and on any pages or emails that link to such forms. This includes but is not limited to the following:

- Providing requested customer support
- Sending emails where appropriate (see section 1.3 on Emails and other communications)

Please let Jacana IT Solutions know if you want details of the personal information we hold about you by emailing [info@jacanaitsolutions.com](mailto:info@jacanaitsolutions.com).

Under no circumstances will Jacana IT Solutions collect any data that is not directly related to the use of this website so, for example, we will not record information regarding other sites that you have visited.

### 1.3 Email and other communications.

We will not add your email to our newsletter database unless at your request.

## 2 Cookie policy.

The Jacana IT Solutions website, [www.brightnine.co.uk](http://www.brightnine.co.uk), uses cookies. By continuing to use the site, you agree to the use of cookies. If you do not wish to allow the use of cookies and still wish to browse the website you can turn off cookies within your browser settings.

Cookies are small data files that are sent to your browser and pixel tags are used to read such cookies. Most internet browsers automatically accept cookies but you can delete existing cookies from your browser and, by editing your internet browser options, choose not to receive cookies in future.

For information on how to delete and control cookies set by the Jacana IT Solutions website please visit [www.aboutcookies.org](http://www.aboutcookies.org). These guides will allow you to prevent cookies from being set through your browser settings.

Please note that if you do opt to reject cookies any personalised functionality of this website will not operate correctly.

## 2.1 Third Party Cookies

To improve interaction with various websites such as Vimeo, YouTube, Facebook and Twitter, we sometimes embed content and share functionality from these websites into the site. Pages with this embedded content or share buttons may set a cookie from these third party websites.

Jacana IT Solutions does not control the setting of these cookies. You should check the relevant third party website for more information about these.

## 2.2 Third Party Services.

The Jacana IT Solutions website uses a small number of services hosted by third parties, such as Google Analytics.

These services may collect information sent by your browser as part of a web page request, such as cookies or your IP request.

- Google Analytics is used to provide additional reporting on performance. You may prevent your data from being used by Google Analytics by downloading and installing the Google Analytics Opt-out Browser Add-on, available at <https://tools.google.com/dlpage/gaoptout/>. Google's ability to use and share information collected by Google Analytics about your visits to this Site is restricted by the Google Analytics Terms of Service, available at <http://www.google.com/analytics/terms/us.html>, and the Google Privacy Policy, available at <http://www.google.com/policies/privacy/>. To learn more about how Google collects and processes data in connection with Google Analytics, visit <http://www.google.com/policies/privacy/partners/>.

By using the Jacana IT Solutions website, you consent to the processing of data by these third parties in accordance with their privacy policies.

## 3 Information sharing.

Jacana IT Solutions will not share or sell your personal information with any unaffiliated third parties for their promotional purposes.

## 4 Links to third party websites.

This site contains links to other websites. Please check the privacy policies of those websites as Jacana IT Solutions does not take responsibility for the privacy practises or content of these websites.

## 5 How we protect your information.

All of your personal information is encrypted as it travels over the internet. When you access our website we redirect you by default to access via SSL, which means that you are accessing our site securely (indicated by the letters <https://> in the address bar and or a padlock displayed in your web browser).



However, no method of communication over the Internet, or method of electronic storage, is 100% secure. Therefore, we cannot guarantee its absolute security. If you have any questions about security on our website, you can contact us at [info@jacanaitsolutions.com](mailto:info@jacanaitsolutions.com).

## 6 Do Not Track

Jacana IT Solutions does not track its customers over time and across third party websites to provide targeted advertising and therefore does not respond to Do Not Track (DNT) signals. However, some third party sites do keep track of your browsing activities when they serve you content, which enables them to tailor what they present to you. If you are visiting such sites, your web browser allows you to set the DNT signal so that third parties (particularly advertisers) know you do not want to be tracked.

## 7 Privacy Policy updates.

Jacana IT Solutions may, at any time and without notice, modify this Privacy Policy by updating it on this website. Your continued use of the Site constitutes your acceptance of any such revisions. You should therefore periodically visit this page to review the current Privacy Policy.

Last updated November 2022

## 8 Contact us.

We would be very happy to answer your questions or concerns about this Privacy Policy and the website. You can contact us at:

Jacana IT Solutions  
4 Zimbabwe Road,  
Rhodes Park,  
Lusaka