



LEGAL

Cookie Policy

How The Well Digger (Pty) Ltd uses cookies on this website, and what agreeing to them means.

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01 About cookies

A cookie is a small piece of data sent from our websites or applications to your computer or device hard drive or Internet browser where it is saved. The cookie contains information to personalise your experience on our websites or applications and may improve your experience on the websites or applications. The cookie will also identify your device, like the computer or smart phone.

By using our websites or applications you agree that cookies may be forwarded from the relevant website or application to your computer or device. The cookie will enable us to know that you have visited the website or application before and will identify you. We may also use the cookie to prevent fraud and for analytics.

This Cookie Policy forms part of our Privacy Policy, which sets out how we process your personal information and what rights you have over it.

02 What this website stores on your device

This website does not set cookies of its own. It keeps a small number of preferences in your browser's local storage instead, which works in a similar way: the information is saved on your device by your browser, it is not sent to us with each visit, and it stays there until you clear it. We treat these items in the same way as cookies, and this policy covers both.

01 twd-cookie-consent

Your answer to the cookie banner, accepted or declined, so that the banner is not shown again on every page.

02 twd-theme

Whether you chose the light or dark version of the website with the switch in the header. It is only saved once you use the switch.

03 twd-quote-list

The cleaning products, pack sizes and quantities you add to a quote list in our shop or quote builder, so that the list is still there as you move between pages. It is removed when you empty the list or send it to us.

None of these items contain your name, your contact details or any other information that identifies you, and none of them are used to follow you across other websites.

03 Analytics and advertising

At present this website does not load any analytics, advertising or social media tracking tools, and it does not use cookies to build a profile of you or to show you advertisements.

If we add such tools in future, we will update this policy before we do, and they will only run in your browser if you have accepted non-essential cookies.

04 Third-party services

Some parts of this website rely on services run by other organisations. They handle the information they receive under their own terms and privacy policies:

- Maps: the maps on our Contact and Areas We Serve pages are drawn from OpenStreetMap. To show a map, your browser requests the map images directly from OpenStreetMap's servers, which receive your device's internet (IP) address and browser details, as any website you visit does.
- WhatsApp: if you use one of our WhatsApp buttons, WhatsApp opens on your device and your message is handled under WhatsApp's own terms and privacy policy.
- Social media: the links to our Instagram and LinkedIn pages take you to those websites, which may set their own cookies once you are there.
- Hosting: like every website, ours is delivered by a hosting provider that receives the technical

details of each request, such as your IP address, your browser type and the page asked for, so that it can deliver the page and keep the website secure.

05 Changing your cookie choice

On your first visit, a banner asks you to accept or decline non-essential cookies. Your answer is remembered in that browser only, so you may be asked again on another device or in another browser.

To change your answer, clear the stored data for this website in your browser's settings. The banner will appear again on your next visit.

06 How to manage or delete cookies

You can control cookies and local storage through your browser's settings. Most browsers let you:

- see which cookies and site data are stored on your device, and delete them one by one or all at once.
- block cookies and site data from particular websites, or from all websites.
- block third-party cookies only, while still allowing the website you are on.
- clear all cookies and site data each time you close the browser.
- browse in a private or incognito window, which does not keep cookies or site data once the window is closed.

Your browser's help pages explain how to do each of these. If you block or clear local storage, this website will still work, but it will not remember your cookie choice, your light or dark setting or your quote list from one visit to the next.

07 Changes to this Cookie Policy

We may update this Cookie Policy when the way this website works changes, or when the law requires it. The version displayed on our website at the time of your visit will be applicable.

If you have a question about this policy or about how we use cookies, please contact our Information Officer at the details below.

08 Contact our Information Officer

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