

Privacy Policy

Effective Date: 1 July 2026

Privacy Policy for Elevate Shade Solutions

At Elevate Shade Solutions ('we', 'our', or 'us'), we are committed to protecting your privacy and ensuring that your personal information is collected and used responsibly. This Privacy Policy explains how we collect, use, disclose, and protect your information when you visit our website or use our services.

1. Information We Collect

We may collect your full name, email address, telephone number, physical address, property details relevant to quotations or installations, information submitted through enquiry or quotation forms, and any additional information you voluntarily provide. We may also collect technical information such as your IP address, browser type, device information, pages visited, and website usage statistics through cookies and analytics tools.

2. How We Use Your Information

We use your information to respond to enquiries and quotation requests, provide products and installation services, schedule appointments and site visits, communicate regarding your enquiry or order, improve our website and customer experience, comply with legal obligations, and send marketing communications where you have consented.

3. Sharing Your Information

We do not sell your personal information. We may share your information with trusted third parties where necessary to deliver products, complete installations, process payments, provide technical support, or comply with legal requirements.

4. Cookies

Our website may use cookies to improve functionality, remember preferences, analyse website traffic, and enhance your browsing experience. You may disable cookies through your browser settings.

5. Data Security

We take reasonable technical and organisational measures to protect your personal information against unauthorised access, loss, misuse, alteration, or disclosure.

6. Your Rights

You may request access to, correction of, or deletion of your personal information where appropriate, withdraw consent for marketing communications, and object to certain processing as permitted by law.

7. Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for their privacy practices or content.

8. Retention of Information

We retain personal information only for as long as necessary to provide our services, comply with legal obligations, resolve disputes, and enforce our agreements.

9. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be published on this page with an updated effective date.

10. Contact Us

Elevate Shade Solutions

Email: jp@elevateshade.co.za

Website: www.elevateshade.co.za