

Cookie Notice

Explains how TForge uses cookies and similar technologies on www.tforge.co.za, and how you can manage your preferences.

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What's inside

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01 Introduction

This Cookie Notice explains how **TForge (Pty) Ltd**, registration number **2015/031282/07**, trading as **TForge** ("TForge", "we", "us" or "our"), uses cookies and similar technologies when you visit **www.tforge.co.za** and any related TForge webpages covered by this notice ("the Website").

This notice explains:

- What cookies and similar technologies are;
- Which types of cookies may be used;
- Why we use them;
- Which third parties may place or receive information from cookies;
- How long cookies may remain on your device;
- How you can accept, reject or manage cookies; and
- How to contact us about privacy and cookie-related matters.

This Cookie Notice should be read together with our **Privacy Notice**, available at:

To be confirmed — will be published at www.tforge.co.za

02 Who is responsible for the Website?

The Website is operated by:

Registered company name: TForge (Pty) Ltd
Trading name: TForge
Registration number: 2015/031282/07
VAT number: To be confirmed
Registered address: Building 14, Ground Floor, Woodlands Office Park, 20 Woodlands Dr, Woodmead, Sandton, 2128
Business address: Same as registered address
Email: info@tforge.co.za
Telephone: +27 10 035 0909
Website: www.tforge.co.za

For purposes of the Protection of Personal Information Act 4 of 2013 ("POPIA"), TForge may act as the responsible party for personal information collected through the Website.

03 What are cookies?

Cookies are small text files that a website places on your computer, mobile phone, tablet or other device when you visit the website.

Cookies allow a website to recognise a device, remember certain information and support the operation, security and performance of the website.

Cookies may be used to:

- Keep the Website functioning;
- Maintain secure sessions;
- Remember preferences;
- Understand how visitors use the Website;
- Measure Website performance;
- Identify and correct technical problems;
- Support forms, chat tools or embedded content;
- Measure marketing campaigns; and
- Provide more relevant advertising.

Cookies do not necessarily identify you by name. However, information collected through cookies may become personal information when it can identify you, relate to you or be linked to other information about you.

04 Similar technologies

In addition to cookies, the Website may use similar technologies, including:

- Pixels;
- Tags;
- Tracking scripts;
- Web beacons;
- Local storage;
- Session storage;
- Software development kits;
- Device identifiers;
- Embedded content;
- Log files; and
- Analytics technologies.

References to “cookies” in this notice include these similar technologies unless the context indicates otherwise.

05 First-party and third-party cookies

5.1 First-party cookies

First-party cookies are placed directly by the Website or by TForge.

These cookies may be used for Website security, functionality, preferences, forms, session management and performance.

5.2 Third-party cookies

Third-party cookies are placed by external service providers whose technology is used on the Website.

Depending on TForge's active Website configuration, these providers may include:

- Wix;
- Google;
- Microsoft;
- LinkedIn;
- Meta;
- HubSpot;
- YouTube;
- Vimeo;
- Calendly;
- Chat or customer-support providers;
- Advertising platforms;
- Analytics providers; and
- Other technology suppliers.

Third-party providers may process information in accordance with their own privacy notices and terms. Their processing may take place outside South Africa.

The presence of a third-party name in this notice does not necessarily mean that the relevant service is active on every page of the Website.

06 Types of cookies we use

The Website may use the following categories of cookies.

6.1 Essential cookies

Essential cookies are necessary for the Website to operate securely and correctly.

They may support:

- Website security;
- Fraud prevention;
- Network management;
- Page navigation;
- Session management;
- Cookie-consent settings;
- Website forms;
- Member or account functionality;
- Load balancing;
- Accessibility; and
- Other functions specifically requested by the visitor.

The Website may not function properly without these cookies.

Because essential cookies are required to provide the Website and its requested functionality, they may be placed without using them for advertising or unrelated tracking.

6.2 Functional cookies

Functional cookies enable enhanced features and personalisation.

They may be used to:

- Remember language or display preferences;
- Retain information entered into forms;
- Enable chat functionality;
- Support video or other embedded content;
- Remember previous selections; and
- Improve the visitor's Website experience.

Disabling these cookies may cause some Website features to function differently or become unavailable.

6.3 Analytics and performance cookies

Analytics cookies help us understand how visitors use the Website.

They may collect information such as:

- Pages visited;
- Time spent on pages;
- Referring website;
- Links selected;
- General device type;
- Browser type;
- Approximate location;
- Website errors;
- Navigation patterns;
- Campaign source; and
- Whether a visitor is new or returning.

We use this information to measure Website performance, understand visitor behaviour, improve content and identify technical problems.

Depending on our active Website configuration, analytics services may include Wix Analytics, Google Analytics or Microsoft Clarity.

Where required, analytics cookies will be activated only after the visitor has made the appropriate cookie choice.

6.4 Marketing and advertising cookies

Marketing cookies may be used to understand whether advertising campaigns are effective and to provide advertising that may be more relevant to visitors.

They may support:

- Advertising measurement;
- Campaign attribution;
- Conversion tracking;
- Audience creation;
- Remarketing or retargeting;
- Frequency control; and
- Advertising personalisation.

Depending on our active Website configuration, marketing technologies may include:

- LinkedIn Insight Tag;
- Meta Pixel;
- Google Ads;
- HubSpot tracking; and
- Other advertising or CRM technologies.

Marketing cookies should not be used unless the appropriate visitor choice or other lawful basis applies.

07 Cookies and technologies that may be used

The following services may be used on the Website. TForge must remove any service from this section if it is not active.

7.1 Wix

The Website is built or hosted using Wix.

Wix may use essential and other cookies to support:

- Website security;
- Page delivery;
- Session management;
- Website functionality;
- Forms;
- Consent preferences;
- Analytics; and
- Other Wix services enabled by TForge.

Wix may process technical information such as IP address, device information, browser information, session information and Website interactions.

7.2 Wix Analytics

Wix Analytics may be used to provide aggregated information about Website traffic and visitor behaviour.

This may include information about:

- Page views;
- Traffic sources;
- Visitor sessions;
- Devices;
- General geographic areas; and
- Website interactions.

7.3 Google Analytics

Where enabled, Google Analytics may help TForge understand how visitors interact with the Website.

Information processed may include:

- IP or device-related information;
- Browser information;
- Pages visited;
- Session duration;
- Referring pages;
- Approximate location;
- Website events; and
- Campaign information.

TForge should configure Google Analytics in a privacy-conscious manner, including appropriate retention and consent settings.

7.4 Google Tag Manager

Google Tag Manager may be used to manage Website tags and scripts.

Google Tag Manager itself primarily manages the deployment of tags. The individual tags managed through it may collect information for analytics, advertising, CRM, conversion measurement or other purposes.

The use of Google Tag Manager does not remove TForge's obligation to ensure that individual tags are correctly categorised and do not activate before the appropriate visitor choice.

7.5 Microsoft Clarity

Where enabled, Microsoft Clarity may help TForge understand how visitors use the Website through tools such as session insights, heatmaps and interaction analysis.

Information processed may include:

- Mouse movements;
- Clicks or taps;
- Scrolling;
- Page navigation;
- Device information;
- Browser information; and
- Website interaction patterns.

TForge should configure masking and privacy settings so that sensitive form information is not unnecessarily captured.

7.6 LinkedIn Insight Tag

Where enabled, the LinkedIn Insight Tag may be used to:

- Measure LinkedIn advertising campaigns;
- Understand Website conversions;
- Generate Website audience information;
- Support retargeting; and
- Obtain aggregated professional or demographic insights.

LinkedIn may receive information relating to a visitor's device, browser, IP address, Website activity and LinkedIn account where applicable.

7.7 Meta Pixel

Where enabled, the Meta Pixel may be used to:

- Measure Facebook or Instagram advertising;
- Track conversions;
- Create advertising audiences;
- Support retargeting; and
- Improve campaign performance.

Meta may receive device, browser and Website interaction information and may associate it with an account where applicable.

7.8 HubSpot or CRM tracking

Where enabled, HubSpot or another CRM platform may use cookies and tracking technologies to:

- Record Website visits;
- Associate visits with known business contacts;
- Measure lead activity;
- Support forms;
- Manage communication preferences;
- Improve customer engagement; and
- Report on marketing performance.

A visitor may become identifiable to TForge where Website activity is linked to information submitted through a form, email interaction or other business communication.

7.9 Embedded video and media

The Website may contain content embedded from platforms such as YouTube or Vimeo.

These providers may place cookies or collect device and interaction information when the content is loaded or played.

Where technically possible, TForge may delay non-essential embedded content until the visitor has made the relevant cookie choice.

7.10 **Scheduling and meeting tools**

Where the Website includes scheduling tools such as Calendly or similar platforms, those providers may use cookies to:

- Display available appointments;
- Maintain sessions;
- remember preferences;
- Process booking information; and
- Measure usage.

Information entered into a scheduling tool may be governed by both TForge's Privacy Notice and the provider's privacy terms.

7.11 **Chat and support tools**

Live-chat, chatbot or customer-support tools may use cookies to:

- Maintain a conversation;
- Recognise a returning visitor;
- Route an enquiry;
- Provide requested support;
- Record chat history; and
- Measure service performance.

Visitors should avoid submitting unnecessary sensitive or confidential information through public chat functions.

08 Information collected through cookies

Depending on the cookie or technology used, we may collect:

- IP address;
- Device identifier;
- Browser type;
- Operating system;
- Device type;
- Screen or display information;
- Language;
- Approximate geographic location;
- Date and time of visits;
- Pages viewed;
- Links selected;
- Referring website;
- Session duration;
- Website errors;
- Form or button interactions;
- Advertising identifiers;
- Cookie preferences;
- Campaign source;
- General navigation behaviour; and
- Information associating a Website visit with a known business contact.

We do not intend to collect passwords, payment-card details, identity-document numbers or sensitive form content through analytics or advertising cookies.

09 Why we use cookies

We may use cookies and related information to:

- Operate and secure the Website;
- Deliver requested Website functionality;
- Store cookie choices;
- Prevent misuse or fraud;
- Diagnose technical problems;
- Understand how the Website is used;
- Improve Website structure and content;
- Measure interest in TForge products and services;
- Respond to enquiries;
- Evaluate marketing performance;
- Support customer relationship management;
- Improve advertising relevance;
- Comply with legal obligations; and
- Protect TForge's legitimate business interests.

We will not use cookie information for a purpose that is materially incompatible with the purpose communicated to visitors unless permitted by law.

10 Legal grounds for processing

Where cookie information constitutes personal information, TForge will process it in accordance with POPIA and other applicable laws.

Depending on the circumstances, processing may be based on:

- Your consent;
- The need to provide a Website feature you requested;
- Compliance with a legal obligation;
- The protection of a legitimate interest;
- TForge's legitimate business interests, where compatible with your rights; or
- Another lawful justification recognised by applicable law.

Consent is not necessarily the justification for every essential cookie. However, where TForge relies on consent for non-essential analytics or marketing cookies, the relevant technologies should not be activated until the required choice has been made.

11 Your cookie choices

[MANAGE YOUR COOKIES](#)

When you first visit the Website, you may be presented with a cookie banner or preference tool.

Depending on the Website configuration, you may be able to:

- Accept all cookies;
- Reject non-essential cookies;
- Accept selected categories;
- Change your preferences; or
- Withdraw a previous choice.

Essential cookies required for Website operation may remain active even when non-essential cookies are rejected.

Your choice will generally apply to the browser and device used when the selection was made.

You may need to make a new selection when:

- You use another browser;
- You use another device;
- You delete browser cookies;
- The Website's cookie configuration materially changes;
- Your consent expires; or
- TForge requests renewed consent.

12 Changing or withdrawing your preferences

[MANAGE YOUR COOKIES](#)

You can change your preferences by selecting the **Cookie Settings** or **Manage Cookies** link in the Website footer.

You may also manage cookies through your browser settings.

Most browsers allow you to:

- View stored cookies;
- Delete cookies;
- Block cookies;
- Block third-party cookies;
- Clear browsing data; or
- Receive warnings before cookies are placed.

Blocking or deleting cookies may affect Website functionality.

Withdrawing consent does not automatically make earlier processing unlawful where the processing was lawful before withdrawal.

13 Browser controls

Browser instructions differ between providers and versions.

You should consult the privacy, security or cookie settings within your browser for the most current instructions.

Please note that browser-based “Do Not Track” signals are not handled consistently across all websites and service providers. TForge may therefore rely primarily on its Website cookie-preference tool where available.

14 Cookie duration

Cookies may be classified as:

14.1 Session cookies

Session cookies usually expire when you close your browser.

14.2 Persistent cookies

Persistent cookies remain on your device for a defined period or until you delete them.

The exact duration depends on:

- The purpose of the cookie;
- TForge's configuration;
- The relevant service provider;
- Your browser settings; and
- Whether you withdraw or renew consent.

TForge will periodically review cookie durations and should avoid retaining cookie information for longer than reasonably necessary.

15 Cookie table

TForge should maintain a current cookie list based on an actual scan of the live Website.

The following table may be used as a starting format:

COOKIE OR TECHNOLOGY	PROVIDER	CATEGORY	PURPOSE	TYPICAL DURATION
Wix security and session cookies	Wix	Essential	Website security, session management and functionality	Session or provider-defined
Cookie-consent preferences	Wix/ Usercentrics	Essential	Records the visitor's cookie choices	Provider-defined
Wix Analytics	Wix	Analytics	Website traffic and performance measurement	Provider-defined
Google Analytics	Google	Analytics	Measures Website usage and visitor interactions	Configuration-dependent
Google Tag Manager	Google	Tag management	Controls the deployment of other tags	Depends on deployed tags
Microsoft Clarity	Microsoft	Analytics	Heatmaps and Website interaction analysis	Provider-defined
LinkedIn Insight Tag	LinkedIn	Marketing	Advertising measurement and audience insights	Provider-defined
Meta Pixel	Meta	Marketing	Conversion measurement and advertising audiences	Provider-defined
HubSpot tracking	HubSpot	Analytics/ Marketing	CRM, lead and marketing activity tracking	Provider-defined
Embedded video cookies	YouTube/ Vimeo	Functional/ Marketing	Provides video content and measures interactions	Provider-defined

This table must be updated to reflect the actual cookies found on the published Website. Generic provider descriptions should not be treated as a substitute for an accurate Website cookie audit.

16 Consent records

Where available through the Website platform, TForge may record cookie choices to demonstrate that a visitor accepted, rejected or configured particular cookie categories.

A consent record may include:

- Consent or preference identifier;
- Date and time of the choice;
- IP address;
- Cookie categories accepted or rejected;
- Consent version; and
- Technical device or browser information.

These records will be protected and retained only for a period reasonably necessary for compliance, dispute handling and audit purposes.

17 International transfers

Some Website, analytics, advertising, cloud, CRM and support providers may process information outside South Africa.

Countries receiving information may have data-protection laws that differ from South African law.

Where required, TForge will take reasonable steps to ensure that cross-border processing is subject to appropriate legal, contractual, organisational or technical safeguards.

More information about international transfers is available in the TForge Privacy Notice.

18 Sharing cookie information

TForge may share or permit access to cookie information with:

- Website hosting and platform providers;
- Analytics providers;
- Advertising platforms;
- CRM and marketing providers;
- Cloud service providers;
- IT and cybersecurity providers;
- Professional advisers;
- Service providers acting on TForge's instructions;
- Law-enforcement or regulatory authorities where legally required; and
- Other parties involved in a lawful corporate transaction.

We do not authorise service providers to use information contrary to their agreed role or applicable law.

19 Security

TForge applies reasonable technical and organisational safeguards intended to protect information collected through the Website.

These may include:

- Access controls;
- Restricted administrative permissions;
- Authentication controls;
- Secure connections;
- Vendor management;
- Security monitoring;
- Configuration reviews;
- Data minimisation; and
- Incident-response procedures.

No internet-based system can be guaranteed to be completely secure.

20 Children

The Website is primarily intended for business and enterprise users and is not designed to collect personal information from children through advertising or analytics activities.

A child should not submit personal information through the Website without the involvement and authorisation of a parent, guardian or other legally competent person where required.

If TForge becomes aware that information relating to a child has been collected improperly, it will take appropriate steps in accordance with applicable law.

21 Changes to this Cookie Notice

TForge may update this Cookie Notice to reflect:

- Changes to the Website;
- New technologies or service providers;
- Changes to cookie practices;
- Legal or regulatory developments;
- Changes to TForge products or services; or
- Improvements to privacy governance.

The revised notice will be published on the Website with an updated "Last updated" date.

Where a change materially affects cookie choices, TForge may request visitors to make a new selection.

22 Your privacy rights

[MANAGE YOUR COOKIES](#)

Where cookie information constitutes your personal information, you may have the right to:

- Ask whether TForge processes your personal information;
- Request access to personal information;
- Request correction of inaccurate information;
- Request deletion where legally applicable;
- Object to certain processing;
- Withdraw consent;
- Object to direct marketing; and
- Lodge a complaint with the Information Regulator.

These rights may be subject to limitations and verification requirements under applicable law.

More information is available in the TForge Privacy Notice.

23 Complaints

Please contact TForge first if you have a concern about cookies or the processing of personal information.

You may also lodge a complaint with the South African Information Regulator if you believe your personal information has been processed in violation of POPIA.

Information about the Regulator and its complaint procedures is available from the Information Regulator's official channels.

24 Contact us

Questions, requests or complaints relating to this Cookie Notice may be directed to:

TForge Information Officer

Responsible entity: TForge (Pty) Ltd

Information Officer: Antony Makins

Email: antony@tforge.co.za

Telephone: +27 10 035 0909

Address: Building 14, Ground Floor, Woodlands Office Park, 20 Woodlands Dr, Woodmead, Sandton, 2128

Website: www.tforge.co.za

General enquiries may be sent to:

Email: info@tforge.co.za