

HALCYAN PRIVACY POLICY

(South Africa – POPIA compliant)

Date: 9 February 2026

Our contact details

Name: **Halcyan**

Address: **2 De Beers Ave, Firgrove Rural, Cape Town, 7110**

Phone Number: **+27 82 789 1076**

E-mail: **info@halcyanwater.co.za**

Website: **halcyanwater.co.za**

Date of Latest Policy Review: **9 February 2026**

The type of personal information we collect

We currently collect and process the following information:

- Your full name and title
 - Your postal address and other addresses as needed for delivery purposes
 - Your email address and phone number(s)
 - Where we understand you have found us
 - Notes from telephone or chat conversations
 - Email correspondence providing technical information
 - Photographs of pipework and fittings for warranty purposes
 - Business contact details where applicable
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How we get the personal information and why we have it

We collect personal information directly from you via website forms, email correspondence, phone calls, exhibitions, referrals, installers, or competitions.

We use this information to provide product advice, fulfil contracts, register warranties, communicate updates, and request reviews.

Lawful basis

We rely on consent and contractual necessity under the **Protection of Personal Information Act, 2013 (POPIA)**.

How to complain

If you have concerns about our use of your personal information, contact us at info@halcyanwater.co.za.