

Cookie Policy

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Wineland Debt Counsellor Contact person: (“POPIA” automatic Information Officer appointment.)

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Notice:

At Gilliland, we are concerned for and respect your privacy concerns. We make use of technology to collect information that helps us enhance your experience of our products and services. The cookies that we use, allow our website to work and help us to understand what information and advertising is most useful to visitors and our clients.

Legal Requirement and Reference:

The Information Regulator (South Africa) is, among others, empowered to monitor and enforce compliance by public and private bodies with the provisions of the POPI Act. South Africa follows the EU Directive on privacy in electronic communications that requires the user to consent to being served cookies along with the following:

- Prior and explicit consent must be obtained before any activation of cookies (apart from whitelisted, necessary cookies).
- Consents must be granular, e.g., users must be able to activate some cookies in isolation rather than bundles of cookies and not be forced to consent to either all or none.
- Consent must be freely given, i.e., not allowed to be forced.
- Consents must be as easily withdrawn as they are given.
- Consents must be securely stored as legal documentation.
- Consent must be renewed at least once per year. However, some national data protection guidelines recommend more frequent renewal, e.g., 6 months.

Private and public entities would simply need to notify web users that our website in fact serves cookies and provide a written statement as to what the website intends to do with this potentially sensitive information.

What are cookies?

Cookies, pixel tags and similar technologies (collectively ‘cookies’) are files containing small sets of information which are downloaded to any internet enabled device – such as your computer, smartphone or tablet – when you visit a website. Cookies are then sent back to the initiating website on each successive visit, or to another website that recognises that cookie. Cookies do lots of different and useful jobs, such as remembering your preferences, generally improving your online experience, and helping us to offer you the best product and services.

There are two types of cookies:

- First-party cookies are created by the site you visit. The site is shown in the address bar.
- Third-party cookies are created by other sites. These sites own some of the content, like ads or images, that you see on the webpage you visit.
 - Our awesome and engaging content depends on cookies tracking/measuring your website hopping characteristics and usage – time spent on websites and which websites so that we may continue dazzling you with our spectacular designs and content.
 - Intermediate scientific and technical changes may be tested on some of our features and the associated cookies ensure that you experience the same high-end level of appreciation of our optimised content while browsing our website and we can understand which settings and features you prefer.
 - As part of economical sustainability, it is highly important to quantify some of our user traffic data – unidentifiable information – visitor count, purchase information (how many of what is being looked at and

purchased rather than by whom) which allows us to identify trends – ask and demand ratio which led to the best price possible for the most appropriate product advertised.

Duration of cookies:

Session Cookies:

Session cookies are temporary cookies that are used to remember you during your visit to our [website](#), and they expire when you close the web browser.

Persistent Cookies:

Persistent cookies are used to remember your preferences within the website and remain on your desktop or mobile device even after you close your browser or restart your computer. We use these cookies to analyse user behaviour to establish visit patterns so that we can improve our website functionality for you and others who visit our website(s). These cookies also allow us to serve you with targeted advertising and measure the effectiveness of our site functionality and advertising.

How do I reject and delete cookies?

As soon as you visit our website you will view a pop-up banner providing you with a choice to which cookies you would want us and/or allow us to utilize. If for whatever reason you would want to revisit and/or amend your selection you can do so at any point of time by clicking [here](#).

If you choose to decline cookies, some parts of our platform may not work as intended or may not work at all. Please contact us if there are any queries regarding this – [here](#).

You can also visit www.allaboutcookies.org for details on how to delete or reject cookies and for further information on cookies generally. By using our website without deleting or rejecting some or all cookies (Consent - by checking or unchecking the cookie preference boxes provided in the cookie bar), you agree that we can place those cookies that you have not deleted or rejected on your device.

Please follow this link [here](#) for the complete breakdown of all cookies utilised by our [website](#) – below are some of the more important ones:

Also: For more information on Google Analytics cookies, see the official [Google Analytics Privacy Policy](#) page.

Cookie	Description	Opt-Out Link/More details regarding specific privacy policy
Google Analytics	We use Google Analytics to understand how our media campaigns work and how you interact with our website to improve the user experience.	https://tools.google.com/dlpage/gaoptout
Google tracking cookies	Google tracking cookies enable us to understand if you complete certain actions on our website(s) after you have seen or clicked through one of our adverts served via Google. Based on the content you have engaged with on our websites Google are able to deliver some targeted adverts across other Google partner websites.	https://support.google.com/ads/answer/2662922?hl=en
Google Ads	We use Google Ads, which enable us to advertise our website in Google search results, as well as on third-party websites. To this end, Google places a cookie in the browser of your terminal device, which automatically uses a pseudonymous cookie ID based on pages you visited to allow interest-based advertising. Further information regarding advertising and Google can be viewed at:	https://policies.google.com/technologies/ads https://policies.google.com/technologies/ads?hl=en-US
Facebook	Facebook helps you stay in touch with your network through their website/mobile application. We make it easier for you to share any content of interest on Facebook and sometimes, we may present with some targeted adverts on Facebook based on your engagement with our website(s).	https://en-gb.facebook.com/help/568137493302217

Online forms and cookies

Cookies are set to remember your user details for future correspondence when completing online application and/or account or login forms.

Emails and cookies

When subscribing to our email list and/or newsletter where applicable cookies are used, and they remember your registration status and alert settings depending on settings allocation during subscription process.

Collection of personal information:

Kindly refer to our [Website Information Privacy Statement \("WIPS"\)](#).

Purpose for collection:

Kindly refer to our [Website Information Privacy Statement \("WIPS"\)](#).

Consent to collection:

We are totally committed to ensure the safety of your personal information and obtain explicit consent before any personal information is gathered and/or stored and only used for the specific and only purpose for gathering said information and only until and no longer than the expiration of the purpose for gathering.

Disclaimer

Wineland Debt Counsellor is entitled to change the content of the privacy statement without informing our [website](#) visitor. Implementing the change on our website will suffice.

Definitions:

"Whitelist" - A whitelist is a list of items that are granted access to a certain system or protocol. When a whitelist is used, all entities are denied access, except those included in the whitelist.

"POPI" / "POPIA" - The Protection of Personal Information Act, 2013 (Act 4 of 2013).

"Explicit consent" - freely given, specific, informed, and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal information relating to him or her - This could take the form of ticking an opt-in box.

"Personal information" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to: <https://popia.co.za/section-1-definitions/>