PRIVACY POLICY

Last Updated: 2026

Instauro Automation Systems (Pty) Ltd ("Instauro", "we", "our", or "us") respects your privacy and is committed to protecting the information you provide through the Ordo Operational Audit and associated websites.

This Privacy Policy explains what information we collect, why we collect it, and how it is used.

1. INFORMATION WE COLLECT

When you complete an Operational Audit, book a consultation, submit an enquiry, or interact with our website, we may collect:

• Name
• Email address
• Telephone number
• Business name
• Country and location
• Operational information voluntarily submitted through the Audit
• Website usage information
• Device and browser information

We only collect information necessary to provide our services and respond to your enquiries.

1. HOW WE USE YOUR INFORMATION

We use information collected to:

• Generate your personalised Operational Audit report
• Contact you regarding your Audit results
• Arrange discovery calls or demonstrations
• Improve our products and services
• Understand operational challenges experienced by businesses
• Provide customer support

We do not sell your personal information.

1. CONFIDENTIALITY OF AUDIT DATA

Information submitted through the Operational Audit is treated as confidential.

We do not share operational data, business metrics, or audit responses with third parties unless:

• Required by law
• Explicitly authorised by you
• Necessary to deliver a service you have requested

1. DATA STORAGE

Information may be stored using secure cloud infrastructure, including services provided by Google Cloud and Google Workspace.

Reasonable technical and organisational measures are implemented to protect information from unauthorised access, disclosure, or misuse.

1. COOKIES AND ANALYTICS

The Ordo website may use cookies and analytics tools to:

• Understand website usage
• Improve user experience
• Measure performance of marketing activities

These tools do not provide us with access to sensitive business information submitted within the Audit.

1. INTERNATIONAL USERS

Our services may be accessed from South Africa, Australia, the United States, and other jurisdictions.

By using the website, you acknowledge that your information may be processed in countries where our service providers operate.

1. YOUR RIGHTS

Depending on your jurisdiction, you may have the right to:

• Request access to your information
• Correct inaccurate information
• Request deletion of information
• Withdraw consent where applicable

Requests may be submitted using the contact information below.

1. RETENTION

Information is retained only for as long as necessary to provide services, comply with legal obligations, maintain records, and improve our products.

1. CONTACT

Instauro Automation Systems (Pty) Ltd

Email: ops@instauros.com

For privacy-related requests, please contact us using the address above.

1. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. Updated versions will be published on this page with a revised effective date.