

STAPETECH

PRIVACY POLICY

Last Updated: July 2, 2025

Effective Date: July 2, 2025

1. Introduction

This Privacy Policy outlines how StapeTech ("StapeTech," "We," "Us" or "Our") a business operating from Kumasi, Ashanti Region, Ghana, collects, uses, processes, stores, and discloses information, including personal data, from and about individuals who visit our website **www.stapetech.com**, use our services (as defined in our Terms of Service), or otherwise interact with us.

We are committed to protecting your privacy and handling your personal data responsibly and in compliance with applicable data protection laws, including the Data Protection Act, 2012 (Act 843) of Ghana, where applicable, and international best practices. By accessing our website or engaging our services, you signify your understanding of, and agreement to the terms of this Privacy Policy. If you do not agree with the terms outlined herein, please do not use our website or services.

2. Information We Collect

We collect various types of information from and about you to provide, maintain, and improve our services, and to communicate with you effectively. The types of information collected depend on your interaction with us.

2.1. Personal Information You Voluntarily Provide: This refers to information that can be used to identify you directly or indirectly. We collect this information when you:

- i. Inquire about our services:** When you fill out contact forms, request a quote, or send us emails, you may provide your name, email address, phone number, company name, and details about your project needs.

- ii. **Engage our services:** When you sign a Service Agreement with us, we collect necessary business and contact information for contractual purposes, including your full name, business address, email, phone number, role, and potentially payment details (though actual payment processing is handled by secure third-party payment gateways).
- iii. **Subscribe to newsletters or marketing communications:** Your email address and preferences.
- iv. **Participate in surveys or provide feedback:** Any information you choose to provide in your responses.
- v. **Create an account (if applicable):** Username, password, and contact details.

2.2. Information We Collect Automatically (Usage Data and Tracking Technologies):

When you visit our website, certain information about your device and Browse activity is collected automatically. This data helps us understand how our site is used and identify areas for improvement. This may include:

- i. **Device Information:** IP address, browser type and version, operating system, device type, screen resolution.
- ii. **Usage Data:** Pages you visit on our website, time spent on those pages, unique device identifiers, referring/exit pages, date and time of your visit, and clickstream data.
- iii. **Geolocation Data:** General location derived from your IP address.
- iv. **Cookies and Similar Technologies:** We use cookies, web beacons, pixels, and other tracking technologies to collect information about your Browse behavior.
- v. **Cookies:** Small text files placed on your device by your browser. We use both session cookies (which expire when you close your browser) and persistent cookies (which remain on your device for a set period or until deleted).
- vi. **Purpose of Cookies:** To remember your preferences, analyze website traffic, personalize content, and understand how users interact with our site. We use both first-party cookies (set by StapeTech) and third-party cookies (set by third-party cookies services like Google Analytic for traffic analysis)

2.3. Information from Third Parties:

In some instances, we may receive information about you from third-party sources, such as:

- i. **Business Partners:** From partners with whom we offer co-branded services or engage in joint marketing activities.
- ii. **Publicly Available Sources:** Information from public databases or social media platforms to verify information or enhance our understanding of your business needs, where legally permissible.
- iii. **Analytics Providers:** Data from analytics services regarding website usage and performance.

3. How We Use Your Information

We use the collected information for various legitimate business purposes, primarily to provide and improve our services, communicate with you, and operate our business effectively.

3.1. Service Delivery and Management:

- i. To process your inquiries and requests for information or quotes.
- ii. To provide, operate, and maintain our services as outlined in your Service Agreement (developing your website, creating your app, executing digital marketing campaigns).
- iii. To manage our contractual relationship with you, including billing and project management.
- iv. To provide customer support and respond to your questions or concerns.

3.2. Communication and Engagement:

- i. To send you important notices, updates related to your projects, invoices, and technical alerts.
- ii. To send you marketing communications (newsletters, promotional offers, service updates) that we believe may be of interest to you, in accordance with your communication preferences and applicable laws. You can opt-out of marketing communications at any time.

3.3. Analytics and Service Improvement:

- i. To analyze website traffic and usage patterns, understand user behavior, and identify popular features.
- ii. To monitor and improve the performance, functionality, and security of our website and services.
- iii. To develop new products, services, and features based on user needs and market trends.
- iv. To troubleshoot technical issues and optimize user experience.

3.4. Security and Fraud Prevention:

- i. To detect, prevent, and address technical issues, fraud, and security incidents.
- ii. To protect the rights, property, or safety of StapeTech, our clients, or the public.

3.5. Legal Compliance:

- i. To comply with applicable laws, regulations, legal processes, and government requests.

- ii. To enforce our Terms of Service and other agreements, including for billing and collection purposes.

4. How We Share and Disclose Your Information

We do not sell, rent, or trade your personal information to third parties for their marketing purposes. We may share or disclose your information in the following limited circumstances:

- 4.1. **With Service Providers:** We engage trusted third-party companies and individuals to perform services on our behalf and to assist us in operating our business. These include:
 - i. **Hosting Providers:** To host our website and project files.
 - ii. **Payment Processors:** To securely process payments for our services (we do not store full credit card details on our servers).
 - iii. **Analytics Providers:** To help us understand website usage (Google Analytics).
 - iv. **Cloud Service Providers:** For data storage and computing infrastructure.
 - v. **Email Service Providers:** For sending communications.
 - vi. **Software as a Service (SaaS) Providers:** For project management, CRM, and other business operations. These service providers are only granted access to your personal information as necessary to perform their functions and are contractually obligated to maintain its confidentiality and security.
- 4.2. **Business Transfers:** In the event of a merger, acquisition, asset sale, or other corporate transaction involving all or part of StapeTech, your information may be transferred as part of that transaction. We will notify you via email and/or a prominent notice on our website of any such change in ownership or control of your personal information.
- 4.3. **Legal Requirements and Law Enforcement:** We may not under any circumstance disclose your information if required strictly by law or in response to valid requests by public authorities (a court order, subpoena, or government agency request), even when we believe such action is necessary because your secret is highly confidential and needed to be protected by StapeTech as well, unless you have fully authorize use to do so:
 - i. Though we comply with a legal obligation.
 - ii. Protect and defend the rights or property of StapeTech.
 - iii. Prevent or investigate possible wrongdoing in connection with the Service.
 - iv. Protect the personal safety of users of the Service or the public.
 - v. Protect against legal liability.

- 4.4. With Your Consent:** We may share or disclose your information with third parties when we have your explicit consent to do so. For example, if you agree to have your project featured in a joint case study with a partner company.

5. Cookies and Tracking Technologies

As mentioned in Section 2.2, we use cookies and similar tracking technologies to enhance your experience on our website and to understand how our services are used.

5.1. Types of Cookies Used:

- i. Strictly Necessary Cookies:** Essential for the website to function correctly (for navigation, security).
- ii. Performance/Analytics Cookies:** Collect information about how visitors use our website (which pages are most popular) to improve website functionality.
- iii. Functionality Cookies:** Remember choices you make (language preferences) to provide a more personalized experience.
- iv. Advertising/Targeting Cookies:** Used to deliver more relevant advertisements to you based on your interests, often placed by third-party advertising networks.

5.2. Your Choices Regarding Cookies: Most web browsers are set to accept cookies by default. You have the ability to manage your cookie preferences directly through your browser settings. You can typically:

- i.** Refuse all cookies.
- ii.** Be notified when a cookie is being sent.
- iii.** Delete cookies already on your device. Please note that disabling cookies may affect the functionality of our website and services, and some features may not work as intended.

6. Data Security

The security of your personal data is a top priority for StapeTech. We implement robust technical and organizational security measures designed to protect your information from unauthorized access, alteration, disclosure, loss, or destruction. These measures include:

- 1. Encryption:** Using SSL/TLS encryption for data in transit (when communicating with our website).

2. **Access Controls:** Restricting access to personal data to authorized personnel on a need-to-know basis.
3. **Firewalls and Network Security:** Implementing firewalls and other network security protocols to protect our systems.
4. **Regular Security Audits:** Conducting periodic security assessments and vulnerability scans.
5. **Data Minimization:** Collecting only the personal data that is necessary for the stated purposes.
6. **Employee Training:** Training our staff on data protection best practices and security awareness.

While we strive to use commercially acceptable means to protect your personal information, no method of transmission over the Internet or method of electronic storage is 100% secure. Therefore, we cannot guarantee its absolute security. We encourage you to also take steps to protect your personal data, such as using strong, unique passwords and not sharing your credentials.

7. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, including for satisfying any legal, accounting, or reporting requirements. The retention period for different types of personal data varies depending on:

1. The purpose for which the data was collected.
2. Our contractual obligations to you.
3. Legal and regulatory requirements
4. The nature and sensitivity of the data.

Once your personal information is no longer needed, we will securely delete it or anonymize it so that it can no longer be associated with you. If, for technical reasons, we cannot delete data immediately, we will implement measures to prevent further processing or use of the data.

8. Your Data Protection Rights

Depending on your location and applicable data protection laws (the Data Protection Act, 2012 (Act 843) of Ghana), you may have the following rights regarding your personal information:

- 8.1. Right to Access:** You have the right to request a copy of the personal information we hold about you.
- 8.2. Right to Rectification:** You have the right to request that we correct any inaccurate or incomplete personal information we hold about you.
- 8.3. Right to Erasure (Right to Be Forgotten):** You may have the right to request the deletion of your personal information under certain circumstances (when the data is no longer necessary for the purpose for which it was collected).
- 8.4. Right to Restriction of Processing:** You may have the right to request that we restrict the processing of your personal information under certain conditions (if you contest the accuracy of the data).
- 8.5. Right to Object to Processing:** You have the right to object to the processing of your personal information for direct marketing purposes or when processing is based on our legitimate interests, provided there are no compelling legitimate grounds for us to continue processing.
- 8.6. Right to Data Portability:** You may have the right to receive your personal information in a structured, commonly used, and machine-readable format and to transmit that data to another controller, where technically feasible.
- 8.7. Right to Withdraw Consent:** Where we rely on your consent to process your personal information, you have the right to withdraw that consent at any time. Withdrawal of consent will not affect the lawfulness of processing based on consent before its withdrawal.
- 8.8. Right to Lodge a Complaint:** You have the right to lodge a complaint with a supervisory authority if you believe your data protection rights have been violated. For individuals in Ghana, this would be the Data Protection Commission (DPC).
- 8.9. Exercising Your Rights:** To exercise any of these rights, please contact us using our contact details provided the website. We will respond to your request in accordance with applicable data protection laws and within the legally required timeframe. We may need to verify your identity before fulfilling your request.

9. Children's Privacy

Our services are not intended for individuals under the age of 18 ("Children"). We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you become aware that your child has provided us with personal data, please contact us. If we become aware that we have collected personal data from children without verification of parental consent, we take steps to remove that information from our servers.

10. Changes to This Privacy Policy

We may update our Privacy Policy from time to time to reflect changes in our practices, legal requirements, or service offerings. We will notify you of any material changes by posting the new Privacy Policy on this page and updating the "Last Updated" date at the top of this policy. We encourage you to review this Privacy Policy periodically for any changes. Your continued use of our website or services after such modifications will constitute your acknowledgment of the modified Privacy Policy and agreement to abide and be bound by the modified terms