

COOKIES POLICY

IR Worx (Pty) Ltd

1. Introduction

IR Worx (Pty) Ltd ("IR Worx", "we", "us" or "our") respects the privacy of visitors to our website and is committed to protecting personal information processed through our online services.

This Cookie Policy explains how we use cookies and similar technologies when you visit or interact with the IR Worx website, including our online shop, online learning services and other digital services.

This Cookie Policy should be read together with our:

Privacy Policy;

Website Terms and Conditions;

PAIA Manual; and

any other privacy or data protection notices published by IR Worx.

2. What Are Cookies?

Cookies are small data files that websites may store on your computer, mobile phone, tablet or other internet-enabled device when you visit a website.

Cookies can perform various functions, including remembering preferences, maintaining secure sessions, enabling website functionality and helping website operators understand how visitors use their websites.

Cookies may contain information relating to your browser, device, website session or interactions with the website.

Where information collected through cookies constitutes personal information, it will be processed in accordance with applicable data protection legislation and our Privacy Policy.

3. Why We Use Cookies

IR Worx may use cookies and similar technologies for purposes including:

enabling our website to operate correctly;

maintaining website security;

maintaining user sessions;

providing login and account functionality;

operating our online shop;

processing online purchases;

providing access to purchased online courses;

remembering visitor preferences;

maintaining shopping-cart functionality;

supporting online forms;

measuring website performance;

understanding how visitors interact with our website;

improving website content and functionality; and

improving our products, courses and services.

4. Categories of Cookies

Cookies used on the IR Worx website may fall into the following categories.

4.1 Strictly Necessary Cookies

Strictly necessary cookies are required for essential website functionality.

These cookies may be required for:

website security;

maintaining user sessions;

account authentication;

online shopping functionality;

maintaining shopping-cart information;

COOKIES POLICY

checkout functionality;
remembering cookie preferences;
preventing fraudulent or malicious activity; and
processing forms and website requests.

These cookies cannot normally be disabled through our Cookie Settings because certain parts of the website may not function correctly without them.

Where strictly necessary cookies process personal information, IR Worx will process that information only for purposes reasonably necessary to provide, secure or operate the relevant service.

4.2 Analytics and Performance Cookies

With your permission, IR Worx may use analytics and performance cookies to understand how visitors interact with our website.

These cookies may help us understand:

- which pages are visited;
- how visitors navigate through the website;
- how long visitors spend on particular pages;
- which pages or services are most frequently used;
- the type of device being used;
- the browser being used;
- general website performance;
- how visitors reached our website; and
- whether website errors or performance problems occur.

The information obtained from analytics helps us improve our website, online courses, content and services.

Analytics cookies are optional and may be disabled through our Cookie Settings.

4.3 Functional Cookies

Functional cookies may be used to remember choices or preferences made by a visitor.

These may include preferences relating to:

- website settings;
- display preferences;
- account settings;
- language preferences;
- previously selected options; or
- other non-essential website functionality.

Where functional cookies are not strictly necessary for providing a requested service, they may be treated as optional cookies.

4.4 Marketing and Advertising Cookies

Marketing or advertising cookies may be used to measure advertising campaigns or provide more relevant marketing communications.

IR Worx does not currently use optional behavioural advertising cookies unless they are specifically identified through our Cookie Settings.

If IR Worx introduces advertising, remarketing, social-media tracking pixels or similar technologies in future, this Cookie Policy and our Cookie Settings may be updated accordingly.

Where required, such technologies will not be activated until the visitor has made the appropriate cookie choice.

5. Google Analytics

The IR Worx website uses or may use Google Analytics 4 (GA4) to help us understand how visitors interact with our website.

Google Analytics may provide information about matters such as:

- pages viewed;

COOKIES POLICY

website navigation;
session duration;
device category;
browser type;
operating system;
approximate geographic information;
referral sources; and
general interaction with the website.

IR Worx uses this information to analyse website performance and improve our website, online courses, products and services.

Where our cookie consent configuration requires consent for analytics cookies, Google Analytics will be enabled according to the preference selected by the visitor.

Google may process certain information in accordance with Google's own privacy and data protection terms.

6. Online Shop and Course Cookies

Our website may use necessary cookies or similar storage technologies in connection with our online shop and online learning services.

These may be required to:

maintain a shopping cart;
remember items selected for purchase;
process checkout sessions;
associate a purchase with a customer account;
provide access to purchased courses;
maintain learner login sessions;
remember course progress;
protect user accounts; and
provide other essential e-commerce or learning functionality.

Where these technologies are strictly necessary to provide a service requested by the customer or learner, they may remain active regardless of the visitor's optional analytics preferences.

7. Payment Processing

Payments for products or online courses may be processed by third-party payment service providers.

A payment provider may use cookies or similar technologies for purposes including:

payment processing;
transaction security;
fraud prevention;
authentication; and
regulatory compliance.

Where a customer chooses to use a third-party payment service, the processing of information by that provider may also be governed by the provider's own privacy and cookie policies.

IR Worx encourages customers to review the privacy information provided by the relevant payment provider.

8. First-Party Cookies

First-party cookies are cookies placed directly through the IR Worx website.

These cookies may be used for purposes including:

website operation;
authentication;
user sessions;
shopping-cart functionality;
security;
cookie preferences; and

COOKIES POLICY

other functionality provided directly through our website.

9. Third-Party Cookies

Certain features or services incorporated into our website may be provided by third parties.

These may include services such as:

- website analytics;
- payment processing;
- video hosting;
- online learning technology;
- embedded content;
- security services; or
- other technology providers.

These third parties may use their own cookies or similar technologies when their services are enabled.

The processing of information by third parties is subject to their respective privacy and cookie policies.

10. Session Cookies

Session cookies are temporary cookies that generally remain active only while your browser session is open.

They may be used to maintain information required while you navigate between pages.

Session cookies will generally expire or be deleted after the browser session ends, although the precise behaviour may depend on the browser and technology being used.

11. Persistent Cookies

Persistent cookies remain stored on a device for a defined period or until they are manually deleted.

These cookies may be used to:

- remember preferences;
- remember cookie-consent choices;
- recognise returning browsers; or
- provide analytics functionality where permitted.

The duration of each persistent cookie depends on its purpose and configuration.

12. Local Storage and Similar Technologies

In addition to traditional browser cookies, the IR Worx website may use browser technologies such as local storage.

For example, IR Worx may use local storage to remember the cookie preferences selected by a visitor.

These technologies perform functions similar to cookies but may store information differently within the visitor's browser.

References to cookies in this Policy should therefore, where appropriate, be understood to include similar browser storage technologies.

13. Cookie Consent

When you first visit the IR Worx website, you may be presented with a cookie consent notice.

Depending on the cookies and technologies being used, you may be provided with options to:

- accept optional cookies;
- reject optional cookies; or
- manage individual cookie preferences.

Strictly necessary cookies may remain active because they are required for the operation, security or functionality of the website.

COOKIES POLICY

14. Rejecting Optional Cookies

You may choose to reject optional cookies.

Rejecting analytics or other optional cookies should not prevent you from accessing the general content of the IR Worx website.

However, disabling certain functional technologies may affect some optional website features.

Necessary cookies required to provide requested functionality may continue to operate.

15. Changing Your Cookie Preferences

You may change your cookie preferences at any time by selecting the Cookie Settings option available on the IR Worx website.

Changing your preferences will affect the future use of optional cookies, subject to the technical operation of the relevant browser and third-party services.

You may also delete cookies that have previously been stored on your device through your browser settings.

16. Browser Cookie Controls

Most modern internet browsers allow users to manage cookies through their privacy or security settings.

Depending on your browser, you may be able to:

- view stored cookies;

- delete individual cookies;

- delete all cookies;

- block third-party cookies;

- block cookies from specific websites;

- block all cookies; or

- receive a notification before cookies are stored.

Please note that blocking strictly necessary cookies may prevent certain website functions from operating correctly.

This may affect functionality such as:

- login;

- account access;

- shopping carts;

- checkout;

- course access; or

- security features.

17. Personal Information and POPIA

Information processed through cookies or similar technologies may, in certain circumstances, constitute personal information.

Where IR Worx processes personal information through cookies or related technologies, that information will be processed in accordance with applicable South African data protection legislation, including the Protection of Personal Information Act, 2013 ("POPIA").

Depending on the circumstances, such processing may be necessary for:

- providing a requested service;

- fulfilling a transaction;

- protecting the security of our systems;

- complying with legal obligations;

- pursuing legitimate business purposes where permitted; or

- another lawful basis recognised under applicable law.

Further information about how IR Worx processes personal information is available in our Privacy Policy.

18. Information That May Be Collected

COOKIES POLICY

Depending on the cookies or technologies enabled, information processed may include:

browser type;
device type;
operating system;
website pages visited;
date and approximate time of visits;
session duration;
referring website;
general interaction with website pages;
account or session identifiers;
shopping-cart information;
course-session information;
cookie preferences; and
other technical information reasonably necessary to operate or analyse the website.
The information actually collected will depend on the services and cookies enabled on the website.

19. International Processing

Some third-party technology providers used by IR Worx may process or store information outside South Africa.

Where personal information is transferred internationally, IR Worx will endeavour to ensure that such processing occurs in accordance with applicable requirements relating to the protection and transfer of personal information.

Third-party providers may also have their own international data-processing arrangements, which are governed by their applicable privacy terms.

20. Data Security

IR Worx takes reasonable technical and organisational measures appropriate to the nature of the information processed to protect personal information against:

loss;
unauthorised access;
misuse;
alteration;
destruction; or
unauthorised disclosure.

However, no internet-based service or electronic storage system can be guaranteed to be completely secure.

21. External Websites

The IR Worx website may contain links to websites operated by third parties.

IR Worx does not control the cookies or privacy practices of external websites.

When you leave our website, you should review the privacy and cookie policies of the website you are visiting.

22. Embedded Content

Our website or online courses may contain embedded content provided by third parties, such as videos, documents or other online services.

Third-party embedded content may use cookies or similar technologies.

Where appropriate, optional third-party content may be subject to the visitor's cookie preferences.

The third-party provider's own privacy and cookie policies may also apply.

23. Children's Information

COOKIES POLICY

Our website and online courses are generally intended for persons who are legally capable of entering into the applicable transaction or for learners whose participation has been appropriately authorised.

Where personal information relating to a child is processed, IR Worx will endeavour to process that information in accordance with applicable South African data protection requirements.

24. Changes to This Cookie Policy

IR Worx may amend this Cookie Policy from time to time.

Changes may be necessary because of developments in:

- our website;
- our online shop;
- our online learning services;
- technologies used by IR Worx;
- third-party services;
- applicable legislation; or
- regulatory requirements.

The latest version of this Cookie Policy will be made available on our website.

The Last Updated date displayed at the beginning of this Policy indicates when the document was most recently revised.

25. Your Privacy Rights

Where cookie information constitutes personal information, you may have rights under applicable data protection legislation relating to your personal information.

These rights may include, where applicable, the ability to request access to or correction of personal information and to raise concerns regarding the manner in which personal information is processed. Please refer to our Privacy Policy for more information regarding the exercise of privacy rights.

26. Contact IR Worx

Questions, concerns or requests regarding this Cookie Policy, our use of cookies or the processing of personal information may be directed to:

IR Worx (Pty) Ltd

Website: www.irworx.co.za

Email: info@irworx.co.za

Privacy-related enquiries may also be directed to the Information Officer or other designated privacy contact of IR Worx, where applicable.

27. Related Documents

This Cookie Policy should be read together with the following documents, where applicable:

IR Worx Privacy Policy;

IR Worx Website Terms and Conditions;

IR Worx PAIA Manual;

Refund and Cancellation Policy; and

any additional privacy or data-processing notices displayed on the website.

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