

# HANOIS TECHNOLOGIES (PTY) LTD

## Cookie Policy

*How Hanois Technologies uses cookies and similar tracking technologies on [www.hanoistech.com](http://www.hanoistech.com)*

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<b>Version</b>	1.0
<b>Effective date</b>	1 June 2026
<b>Website</b>	<a href="http://www.hanoistech.com">www.hanoistech.com</a>
<b>Entity</b>	Hanois Technologies (Pty) Ltd
<b>Registration no.</b>	K2026435078
<b>Contact</b>	<a href="mailto:support@hanoistech.com">support@hanoistech.com</a>

### 1. What Are Cookies?

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Cookies are small text files that are placed on your device (computer, tablet, or mobile phone) when you visit a website. They are widely used to make websites work correctly, to improve efficiency, and to provide information to the website operator. Cookies cannot execute programs or deliver viruses to your device; they are passive data files that are read by the website on subsequent visits.

In addition to traditional cookies, we may use similar tracking technologies such as web beacons (also called pixel tags), local storage objects, and session storage. Where this Policy refers to "cookies", it encompasses all such similar technologies unless otherwise stated.

### 2. Who We Are

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This Cookie Policy is issued by Hanois Technologies (Pty) Ltd (registration number K2026435078), the operator of [www.hanoistech.com](http://www.hanoistech.com) ("Website"). We are the responsible party for the purposes of the Protection of Personal Information Act 4 of 2013 (POPIA). Our designated Information Officer is Zamani Ngidi (Managing Director), contactable at [support@hanoistech.com](mailto:support@hanoistech.com).

### 3. Why We Use Cookies

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We use cookies for the following purposes:

- To ensure the Website functions correctly and securely;
- To remember your preferences and settings across sessions;
- To understand how visitors interact with the Website so that we can improve user experience;
- To measure the performance of our pages and intake forms;
- To support the security and integrity of the Website and its infrastructure.

We do not use cookies for targeted advertising or to build personal profiles for marketing purposes. We do not share cookie data with advertising networks.

## 4. Categories of Cookies We Use

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We categorise our cookies as follows:

### 4.1 Strictly necessary cookies

These cookies are essential for the Website to function and cannot be switched off. They are set in response to your actions — such as submitting an intake form or navigating between pages. You can configure your browser to block these cookies, but doing so will impair Website functionality. No consent is required for strictly necessary cookies.

### 4.2 Performance and analytics cookies

These cookies collect information about how visitors use the Website — for example, which pages are visited most often and whether error messages are received. All information collected is aggregated and anonymised. These cookies help us improve the performance of the Website. Your consent is required before we place performance cookies.

### 4.3 Functional cookies

These cookies enable the Website to remember choices you make (such as your language preference or progress in an intake form) and provide enhanced features. They may be set by us or by third-party providers whose services we use. Your consent is required before we place functional cookies.

### 4.4 Security cookies

These cookies support our security infrastructure, including protection against cross-site request forgery (CSRF) and session hijacking. They are strictly necessary and operate without consent.

## 5. Cookies We Set

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The table below describes the specific cookies currently used on [www.hanoistech.com](http://www.hanoistech.com):

Cookie category	Name / provider	Purpose	Retention
Strictly necessary	session_id	Maintains your session state while navigating the Website	Session (deleted on browser close)
Strictly necessary	csrf_token	Prevents cross-site request forgery attacks on form submissions	Session (deleted on browser close)
Performance / analytics	Analytics provider (e.g. Plausible or self-hosted)	Counts page visits; measures time on page and navigation paths. All data	12 months

		aggregated and anonymised.	
Functional	form_progress	Remembers partially completed intake form data to prevent loss on navigation	30 days
Security	sec_cookie	Supports bot detection and rate-limiting infrastructure	Session

This table will be updated whenever new cookies are introduced. The date of last review appears at the top of this Policy.

## 6. Third-Party Cookies

We endeavour to minimise the use of third-party cookies. Where a third-party service (such as an analytics provider or form tool) sets cookies, we will identify those providers in the table above. Third-party providers operate under their own privacy and cookie policies, which we encourage you to review.

We do not use cookies from social media platforms, advertising networks, or retargeting services.

## 7. Legal Basis for Using Cookies

Our use of cookies is governed by POPIA. South Africa does not yet have a standalone cookie law equivalent to the EU ePrivacy Directive; however, POPIA's consent and processing requirements apply to personal information collected via cookies (including IP addresses and behavioural data).

Our legal basis for each category is:

<b>Strictly necessary</b>	Legitimate interest — essential to operate the Website and provide the requested service. No consent required.
<b>Performance / analytics</b>	Consent — collected via the cookie consent banner on first visit.
<b>Functional</b>	Consent — collected via the cookie consent banner on first visit.
<b>Security</b>	Legitimate interest — necessary to maintain Website and infrastructure security.

## 8. Your Choices and Controls

### 8.1 Cookie consent banner

On your first visit to the Website, a cookie consent banner will be displayed. You may accept all cookies, accept strictly necessary cookies only, or customise your preferences by category. Your choice will be stored and applied on subsequent visits.

### 8.2 Browser settings

Most web browsers allow you to control cookies through their settings. You can typically:

- View the cookies stored by your browser;
- Delete individual cookies or all cookies;
- Block cookies from specific websites or all websites;
- Set your browser to alert you when a cookie is being placed.

Instructions for managing cookies in common browsers are available at:

- Google Chrome: [support.google.com/chrome/answer/95647](https://support.google.com/chrome/answer/95647)
- Mozilla Firefox: [support.mozilla.org/en-US/kb/cookies-information-websites-store-on-your-computer](https://support.mozilla.org/en-US/kb/cookies-information-websites-store-on-your-computer)
- Microsoft Edge: [support.microsoft.com/en-us/microsoft-edge/delete-cookies-in-microsoft-edge](https://support.microsoft.com/en-us/microsoft-edge/delete-cookies-in-microsoft-edge)
- Safari: [support.apple.com/en-gb/guide/safari/sfri11471/mac](https://support.apple.com/en-gb/guide/safari/sfri11471/mac)

Please note that disabling cookies — particularly strictly necessary and security cookies — may impair your ability to use the Website and submit intake forms.

### 8.3 Opt-out tools

If we use analytics services that support opt-out mechanisms, we will provide relevant opt-out links in this Policy. Where we use privacy-first analytics (such as Plausible Analytics, which does not use cookies or collect personal data), no opt-out is required for those specific tools.

## 9. Data Transfers

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Cookie data that constitutes personal information will be processed in accordance with our Privacy Notice. Where any cookie data is transferred outside South Africa, we will ensure compliance with section 72 of POPIA. We prioritise analytics tools that process data within South Africa or the European Union.

## 10. Retention

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Session cookies are deleted when you close your browser. Persistent cookies are retained for the periods specified in the cookie table above. Aggregated and anonymised analytics data does not constitute personal information and may be retained for longer periods for internal benchmarking.

## 11. Changes to This Cookie Policy

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We may update this Cookie Policy from time to time. Any material changes will be communicated via the cookie consent banner or a notice on the Website homepage. The effective date at the top of this document will always reflect the date of the most recent revision.

## 12. Contact

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If you have questions about our use of cookies or wish to exercise any data subject rights in relation to cookie data, please contact our Information Officer:

<b>Information Officer</b>	Zamani Ngidi, Managing Director
<b>Entity</b>	Hanois Technologies (Pty) Ltd
<b>Registration no.</b>	K2026435078
<b>Address</b>	2 Beech Avenue, Dowerglen, Edenvale, 1609, South Africa

<b>Email</b>	support@hanoistech.com
<b>Website</b>	www.hanoistech.com