Privacy Policy

Last Updated: 28/10/2026

1. Introduction

Toshiba Online ("we", "us", "our") respects your privacy and is committed to protecting your personal information in accordance with the Protection of Personal Information Act, 2013 ("POPIA") and other applicable South African laws.

This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website, use our services, request quotations, contact us or otherwise interact with us.

By using our website, you consent to the collection and use of information in accordance with this Privacy Policy.

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2. Who We Are

Toshiba Online provides office technology solutions, including printers, photocopiers, print management solutions, maintenance services and related business services in South Africa [toshibaonline.co.za].

For the purposes of POPIA, Toshiba Online is the Responsible Party responsible for determining how your personal information is processed.

Contact Details:

Toshiba Online
Phone: 011 465 8780
Website: toshibaonline.co.za
Email: online@toshibasa.com

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3. Information We Collect

We may collect and process the following categories of personal information:

Information You Provide Directly

- Full name
- Company name
- Email address
- Telephone number
- Physical address
- Job title
- Information contained in enquiries or support requests
- Information submitted through quote request forms

Information Collected Automatically

When you visit our website, we may automatically collect:

- IP address
- Browser type and version
- Device information
- Operating system
- Pages visited
- Date and time of access
- Website usage data
- Cookies and similar technologies

Business Information

Where applicable, we may collect information regarding:

- Printing requirements
- Equipment preferences
- Service history
- Maintenance requests
- Product enquiries

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4. How We Use Your Information

We may use your personal information to:

- Respond to enquiries and quote requests
- Provide products and services
- Process orders and service requests
- Schedule installations, maintenance and support
- Communicate regarding products, services and updates
- Improve website functionality and user experience
- Maintain business records
- Comply with legal and regulatory obligations
- Prevent fraud and protect our business interests

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5. Legal Basis for Processing

We process personal information where:

- You have provided consent;
- Processing is necessary to provide requested services;
- Processing is necessary to fulfil contractual obligations;
- Processing is required by law; or
- We have a legitimate business interest that does not override your privacy rights.

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6. Cookies and Website Analytics

Our website may use cookies and similar technologies to:

- Improve website functionality;
- Remember user preferences;
- Analyse website traffic;
- Enhance user experience.

You may disable cookies through your browser settings; however, some website features may not function correctly.

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7. Sharing of Personal Information

We do not sell personal information.

We may share personal information with:

- Service providers and contractors assisting us in delivering services;
- Technology and website hosting providers;
- Payment and finance providers (where applicable);
- Professional advisers;
- Regulatory authorities where required by law.

All third parties are required to protect personal information and process it only for authorised purposes.

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8. International Transfers

Where personal information is transferred outside South Africa, we will ensure appropriate safeguards are in place and that the receiving party provides adequate protection in accordance with POPIA.

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9. Information Security

We implement reasonable technical and organisational measures designed to protect personal information against:

- Unauthorised access;
- Disclosure;
- Alteration;
- Loss;
- Destruction; and
- Misuse.

While we strive to protect your information, no internet transmission or electronic storage system can be guaranteed to be completely secure.

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10. Retention of Information

We retain personal information only for as long as necessary to:

- Fulfil the purposes described in this Privacy Policy;
- Comply with legal obligations;
- Resolve disputes; and
- Enforce our agreements.

When information is no longer required, it will be securely deleted or anonymised.

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11. Your Rights

Subject to applicable law, you may have the right to:

- Access your personal information;
- Correct inaccurate information;
- Request deletion of information;
- Object to certain processing activities;
- Withdraw consent where processing is based on consent;
- Lodge a complaint with the Information Regulator of South Africa.

Requests may be submitted using the contact details provided below.

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12. Direct Marketing

We may send information about products, services, promotions, or industry updates where permitted by law.

You may opt out of marketing communications at any time by:

- Clicking the unsubscribe link in emails; or
- Contacting us directly.

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13. Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices, content or security of those external websites.

Users should review the privacy policies of any third-party websites they visit.

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14. Children's Privacy

Our products and services are intended for businesses and adults. We do not knowingly collect personal information from children under the age of 18.

If we become aware that such information has been collected, we will take reasonable steps to remove it.

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15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Any changes will be posted on this page with an updated revision date.

Continued use of the website after changes are posted constitutes acceptance of the revised Privacy Policy.

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16. Contact Us

If you have any questions about this Privacy Policy or how your personal information is handled, please contact:

Toshiba Online
Phone: 011 465 8780
Website: toshibaonline.co.za
Email: online@toshibasa.com

Information Regulator (South Africa)

Website: https://www.justice.gov.za/inforeg/
Email: POPIAComplaints@inforegulator.org.za