

Digital Networks Privacy Policy

Last Updated: [11/03/2026]

Digital Networks is operated by **Dikotla Originals (Pty) Ltd**, trading as **Digital Networks** (“Digital Networks”, “we”, “us”, or “our”).

This Privacy Policy explains how we collect, use, store, and protect personal information when you access or use:

- www.digitalnetworks.com
- Digital Networks mobile applications
- Digital Networks streaming services
- related digital platforms and services

Digital Networks processes personal information in accordance with the **Protection of Personal Information Act (POPIA)** of South Africa.

By using the Digital Networks platform, you consent to the collection and use of personal information as described in this policy.

1. Personal Information We Collect

Digital Networks may collect the following personal information.

Account Information

When you create an account:

- Name
- Email address
- Mobile phone number
- Login credentials

Payment and Billing Information

When purchasing access or subscribing:

- payment method information
- billing records
- subscription status
- transaction history

Payment processing may be handled by third-party payment providers.

Device and Technical Information

When accessing the platform:

- IP address
- device type
- browser type

- operating system
- viewing activity and platform usage data

This helps ensure platform functionality and security.

Communications

If you contact Digital Networks, we may collect:

- email correspondence
- customer support requests
- feedback or survey responses

2. How We Use Personal Information

Digital Networks uses personal information to:

- create and manage user accounts
- process payments and subscriptions
- provide access to digital theatre productions
- maintain platform security
- communicate service updates
- improve the functionality of the platform
- comply with legal obligations

Personal information will only be used for legitimate business purposes.

3. Sharing of Personal Information

Digital Networks does **not sell personal information**.

Information may be shared with trusted service providers necessary for platform operation, including:

- payment processors
- telecom billing partners
- cloud hosting providers
- analytics providers
- fraud prevention services

These providers are required to protect personal information.

4. Cookies and Tracking Technologies

Digital Networks may use cookies and similar technologies to:

- maintain user login sessions
- understand user behaviour on the platform

- improve website performance
- personalise user experiences

Users may disable cookies through browser settings. However, certain platform features may not function correctly without them.

5. Data Security

Digital Networks takes reasonable technical and organisational measures to protect personal information against:

- unauthorized access
- loss or theft
- alteration or misuse

While we take appropriate security precautions, no system can guarantee absolute security of data transmitted over the internet.

6. Data Retention

Digital Networks retains personal information only for as long as necessary to:

- provide the Digital Networks service
- comply with legal and regulatory requirements
- resolve disputes
- enforce platform agreements

7. Your Rights Under POPIA

Under the Protection of Personal Information Act, users have the right to:

- request access to personal information held about them
- request correction of inaccurate or outdated information
- request deletion of certain personal information
- object to certain forms of data processing

Requests may be submitted through the contact information below.

8. Third-Party Services

Digital Networks may include links or integrations with third-party services such as:

- payment gateways
- telecom billing services
- partner platforms

These services operate under their own privacy policies.

Digital Networks is not responsible for the privacy practices of third-party websites.

9. Children's Privacy

Digital Networks is not intended for unsupervised use by children under the age of 18.

Where minors access the platform, this must occur under the supervision of a parent, guardian, or educator.

10. Updates to This Privacy Policy

Digital Networks may update this Privacy Policy from time to time.

Updated versions will be posted on the Digital Networks website.

Continued use of the platform after updates constitutes acceptance of the revised policy.

11. Contact Information

For questions or requests regarding this Privacy Policy, contact:

Information Officer

Dikotla Originals (Pty) Ltd

Email: info@digitalnetworks.com

Website: www.digitalnetworks.com