

FSP Business 4.0 (Pty) Ltd Privacy Policy

Last updated: October 2025

1. Introduction

FSP Business 4.0 (Pty) Ltd (“we”, “our”, “us”) values your privacy and is committed to protecting your personal data. This Privacy Policy outlines how we collect, use, store, and share your information when you interact with our website, services and training platform.

2. Information We Collect

We may collect the following types of information:

- Personal details such as your name, email address, phone number, FSP Number and account information.
- Training data including your progress, completed modules and badges earned.
- Payment and billing details if you purchase services through our platform.
- Technical data such as IP address, browser type, device information and usage patterns.
- Optional information you choose to provide, including survey responses, feedback, or customer support queries.

3. How We Collect Information

Your information may be collected in the following ways:

- Directly from you when you register, complete training or communicate with us.
- Automatically when you use our website through cookies, analytics tools and log files.
- From trusted third-party providers such as payment processors or analytics services.

4. How We Use Information

We use your information to:

- Provide access to our training platform and track your progress.
- Award badges for completed modules and maintaining training records.
- Improve our courses, services, and overall user experience.
- Communicate important updates, offers or new learning opportunities.
- Comply with legal, regulatory, and contractual obligations.

5. Sharing & Disclosure

We do not sell or rent your personal information. We may share it only when necessary:

- With service providers (e.g., hosting, analytics, payment, and support services).
- With regulators or law enforcement if required by law.
- During business changes such as mergers, acquisitions, or transfers of assets.
- For cross-border processing where required to deliver our services.

6. Data Security

We take appropriate security measures to protect your personal information, including:

- Using secure servers, encryption and restricted access controls.
- Implementing administrative and technical safeguards against misuse or loss.

While we strive to protect your data, no online system is fully secure. Data transmitted over the internet is at your own risk.

7. Your Rights

You have the right to:

- Access the personal data we hold about you.
- Request corrections to inaccurate or outdated information.
- Request deletion of your information where applicable.
- Object to certain types of processing such as direct marketing.
- Withdraw consent where processing is based on consent.

To exercise these rights, please contact us at admin@fsp40.com.

8. Cookies & Tracking

We use cookies and similar technologies to improve your experience. Cookies help us:

- Remember your preferences and settings.
- Analyse website traffic and improve functionality.
- Deliver relevant advertising through third-party platforms.

You can disable cookies in your browser settings, but some features may not work properly.

9. Third-Party Links

Our website may contain links to external sites. FSP Business 4.0 (Pty) Ltd is not responsible for the privacy practices of these third parties. We encourage you to review their privacy policies when visiting other websites.

10. Policy Updates

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The latest version will always be available on our website, with the updated date shown at the top.

11. Contact Us

If you have any questions, concerns, or complaints about this Privacy Policy or the way we handle your data, please contact us:

- Email: admin@fsp40.com
- Website: www.fsp40.com