

Privacy policy.

This policy explains what personal information Pro Negotiate handles, why we use it, and the choices available to you.

Effective 17 August 2026 · Last updated 8 September 2026

1. Who is responsible

Pro Negotiate is the enterprise name operated by **Matthew John de Klerk** (“Pro Negotiate”, “we”, “us” or “our”). We are the responsible party for personal information processed through this website and course.

Privacy enquiries and requests may be sent to **matt@pronegotiate.com**.

2. Information we collect

Depending on how you use the service, we may process:

- **Account and contact information**, such as your name, email address, login details, and support messages.
- **Transaction information**, such as purchase date, amount, currency, product, payment status, and limited billing details. Payment-card details are handled by the payment provider and are not intended to be stored by us.
- **Course information**, such as lesson progress, practice results, reflections, saved preferences, and access history.
- **Technical information**, such as IP address, device and browser type, operating system, timestamps, referring pages, and diagnostic or security logs.
- **Communications**, including refund requests, complaints, survey responses, and other correspondence.

We do not intentionally ask you to submit special personal information in course reflections. Please avoid entering confidential, highly sensitive, or third-party personal information into free-text fields.

3. How we collect it

We collect information directly from you when you create an account, purchase access, contact us, or use the course. We may also receive limited information automatically from the website, hosting infrastructure, payment provider, app platform, or security tools.

4. Why we use it

- To create and secure your account, provide course access, and preserve progress.
- To process payments, verify purchases, administer approved refunds, and keep financial records.
- To respond to support, privacy, and legal requests.
- To maintain, troubleshoot, analyse, and improve the service.
- To detect fraud, credential sharing, scraping, piracy, or other misuse.
- To comply with tax, accounting, consumer-protection, and other legal obligations.
- To send service messages and, only where permitted, marketing communications. You may opt out of marketing at any time.

We process personal information only where there is an appropriate legal justification, including performing our agreement with you, complying with law, protecting legitimate business or security interests, or acting with consent where consent is required.

5. Sharing and service providers

We may share only the information reasonably needed with providers that help us host the service, process payments, deliver email, provide support, store data, measure reliability, or prevent fraud. Those providers process information under their own terms and safeguards.

We may also disclose information where required by law, to establish or defend legal rights, to prevent harm or misuse, or in connection with a business reorganisation or sale. We do not sell personal information for money.

6. International processing

Some providers may process information outside South Africa. Where this occurs, we will use a lawful transfer mechanism and take reasonable steps to ensure that the recipient is subject to an adequate level of protection or binding safeguards.

7. Retention and security

We keep personal information only for as long as reasonably needed for the purposes above, including legal, tax, dispute, security, and account-recovery needs. Retention periods vary by data type. When information is no longer required, we delete, destroy, or de-identify it where reasonably practicable.

We use reasonable technical and organisational safeguards, but no internet service is completely secure. You are responsible for protecting your password and should contact us promptly if you believe your account has been compromised.

8. Cookies and local storage

We use cookies, browser storage, and similar technology to operate Pro Negotiate. Essential technology supports account sign-in, security, your consent record, course progress, and payment flow. It remains active because the service cannot work reliably without it.

Optional technology is grouped into functional, analytics, and marketing categories. These categories remain off until you choose to allow them. You can accept all optional categories, continue with essential technology only, or make a more detailed choice.

You can review or change your decision by selecting **Cookie settings** in the website footer. If the control is not shown on your current page, return to the home page first. Changing your choice does not affect processing that took place before the change.

9. Your rights

Subject to applicable law, you may ask whether we hold personal information about you; request access, correction, deletion, or restriction; object to certain processing; withdraw consent; or request information about recipients. We may need to verify your identity and may retain information where the law permits or requires it.

You may also complain to South Africa's Information Regulator using the current contact details published on inforegulator.org.za. We encourage you to contact us first so we can try to resolve the issue.

10. Children

The service is intended for users aged 18 or older. We do not knowingly collect personal information from children without the authorisation required by law. If you believe a child has provided information improperly, contact us so we can investigate and delete it where appropriate.

11. Changes and contact

We may update this policy as the service or law changes. We will post the revised version here, change the “last updated” date, and provide additional notice where a material change requires it.

Legal name: **Matthew John de Klerk**

Enterprise name: **Pro Negotiate**

Questions or requests: **matt@pronegotiate.com**.