

Privacy Policy

Effective 27 October 2026 · Version 2

We collect only what we need to make and deliver your ringtone, and we look after it in line with the Protection of Personal Information Act, 2013 (POPIA).

1. Who is responsible

Ring Ring Factory is brought to you by myringtone.me and operated by **SUMMITWEBCRAFT (Pty) Ltd**, a private company registered in South Africa (registration number 2017/374199/07).

- **Registered office and physical address:** 61 Via Pollino, Leslie Avenue, Douglasdale, Gauteng, 2191, South Africa
- **Phone:** +27 73 644 0126
- **Director:** Irvan Damon
- **Email:** hello@myringtone.me
- **Website:** www.myringtone.me
- **Information Officer:** Irvan Damon (Information Regulator registration 2026-004258)

2. What we collect

- **Your mobile number**, to send your download link by SMS. It is required to buy.
- **Your email address**, only if you give it, to email your link.
- **A name or line you type**, to make your voice clip.
- **Your ringtone choices and the files you build**, so we can deliver exactly what you approved.
- **Order details:** your order reference, track, amount, payment status and PayFast's payment reference.
- **A one-way code made from your internet address**, to limit how many voice clips can be made per hour and prevent abuse. We do not store the address itself.

We never receive your card or banking details. PayFast handles those.

3. Why we use it

- to build, deliver and support your ringtone
- to send your download link by SMS and email
- to keep sale records required for tax and accounting
- to keep the service safe and prevent abuse

We do not send marketing unless you ask for it, and we never sell your personal information.

4. Who we share it with

We share only what each service provider needs to do its job, under agreements that require them to keep it confidential and secure:

- **PayFast**, to process your payment
- our website hosting, database and private file storage providers

- our SMS and email delivery providers, to send your link
- our AI voice provider, which receives only the name or line you type, never your phone number or email

We may also disclose information if the law requires it.

5. Information stored outside South Africa

Some of our providers store or process information outside South Africa. We only use providers that are bound by data protection laws or agreements giving protection comparable to POPIA.

6. Your browser

We do not use advertising or tracking cookies. When you pay, a small code is saved in your browser so you can return to your order and download page. You can clear it at any time in your browser settings.

7. How long we keep it

- Sale records, including your mobile number and email, are kept for 5 years, as tax law requires.
- Download links stop working after 7 days.
- Voice clips and ringtones that were built but not bought are kept only as long as needed and deleted regularly.
- You can ask us to delete anything we are not required by law to keep.

8. How we protect it

Your information is sent over encrypted connections, files are kept in private storage, and download links are time-limited. Access is limited to the people and providers who need it.

9. Your rights

You may ask us what information we hold about you, and ask us to correct or delete it, or object to how we use it. Email our Information Officer at hello@myringtone.me. If you are not happy with our answer, you may complain to the Information Regulator at www.inforegulator.org.za.

10. Children

If you are under 18, please ask a parent or guardian to buy your ringtone for you.

11. Changes to this policy

We may update this policy. The latest version is always on this page with its date.