

Dula Website Cookie Policy

1. Introduction

Welcome to Dula, powered by Bitventure (Pty) Ltd ("Bitventure", "we", "our", or "us").

This Cookie Policy explains how we use cookies and similar technologies when you visit the Dula website ("Website"). It also explains your choices regarding the use of cookies.

By continuing to use our Website, you consent to the use of cookies as described in this Cookie Policy, unless you have disabled them through your browser or cookie preferences.

2. What Are Cookies?

Cookies are small text files that are placed on your computer, smartphone, or other device when you visit a website. They help websites function efficiently, improve your browsing experience, remember your preferences, and provide information about how the website is used.

Cookies do not typically identify you personally but may be linked to personal information where permitted by law.

3. Why We Use Cookies

We use cookies to:

- Ensure the Website functions correctly.
- Maintain the security of your session.
- Remember your preferences and settings.
- Improve website performance and usability.
- Understand how visitors use the Website.
- Measure the effectiveness of our communications and marketing activities.
- Continuously improve our services.

4. Types of Cookies We Use

Essential Cookies

These cookies are necessary for the operation of the Website and cannot be disabled in our systems. They enable core functionality such as:

- Secure login
- User authentication
- Session management
- Website security
- Fraud prevention



- Load balancing

Without these cookies, certain parts of the Website may not function correctly.

Functional Cookies

Functional cookies remember choices you make to improve your experience, including:

- Language preferences
- Accessibility settings
- Saved preferences
- User interface customisations

Analytics Cookies

These cookies help us understand how visitors interact with our Website by collecting anonymous statistical information.

Analytics cookies may collect information such as:

- Pages visited
- Time spent on pages
- Navigation paths
- Device type
- Browser type
- General geographic location
- Website performance

This information helps us improve the Website and user experience.

Performance Cookies

Performance cookies help us monitor the speed, reliability and overall performance of the Website so we can identify and resolve technical issues.

Marketing Cookies

Where applicable, we may use marketing cookies to:

- Measure the effectiveness of advertising campaigns.
- Deliver more relevant content.
- Prevent repetitive advertisements.
- Understand engagement with our digital communications.



These cookies may be placed by trusted third-party service providers.

5. Third-Party Cookies

We may use trusted third-party services that place cookies on our Website to support functionality, analytics, security and communications.

These service providers may include, where applicable:

- Google Analytics
- Google Tag Manager
- Microsoft Clarity
- LinkedIn Insight Tag
- Meta Pixel (Facebook)
- HubSpot
- YouTube
- Other authorised service providers supporting the operation of the Website

Each third party processes information in accordance with its own privacy policies.

6. Managing Cookies

You can control or disable cookies through your web browser settings.

Most browsers allow you to:

- View stored cookies.
- Delete cookies.
- Block all cookies.
- Block cookies from specific websites.
- Receive notifications before cookies are stored.

Please note that disabling certain cookies may affect the functionality and performance of the Website.

7. Your Privacy

Where cookies process personal information, such processing is carried out in accordance with the Protection of Personal Information Act, 2013 (POPIA) and our Privacy Notice <https://dula.co.za/wp-content/uploads/2026/07/Dula-Website-Privacy-Notice.pdf>.

For more information on how we collect, use and protect your personal information, please refer to our Privacy Notice.

8. Changes to This Cookie Policy



We may update this Cookie Policy from time to time to reflect changes in technology, legislation or our business practices. The latest version will always be published on this Website together with the effective date.

9. Contact Us

If you have any questions regarding this Cookie Policy or our use of cookies, please contact us. Dula – Powered by Bitventure

Email: info@bitventure.co.za

Telephone: +27 10 014 8775

Website: <https://dula.co.za/>

10. Cookie Consent

When you first visit the Website, you may be presented with a cookie banner allowing you to accept or manage your cookie preferences where applicable. You can change your cookie preferences at any time through your browser settings or any cookie preference tools made available on the Website.

