

# COOKIE POLICY

How we use cookies on [www.orcafuels.co.za](http://www.orcafuels.co.za) and [www.orcasmartfuel.co.za](http://www.orcasmartfuel.co.za)

*Last updated: 16 September 2026*

## 1. Introduction

This Cookie Policy explains how Orca Fuel Solutions (Pty) Ltd, registration number 2017/195329/07 ("Orca", "we", "us" or "our"), uses cookies and similar technologies on [www.orcafuels.co.za](http://www.orcafuels.co.za) and [www.orcasmartfuel.co.za](http://www.orcasmartfuel.co.za) (the "Sites"). It should be read together with our Terms and Conditions.

## 2. What Are Cookies?

Cookies are small text files that are placed on your device (computer, tablet or mobile) when you visit a website. They are widely used to make websites work, work more efficiently, and to provide information to the owners of the site.

## 3. How We Use Cookies

We use the following categories of cookies on the Sites:

### 3.1 Strictly Necessary Cookies

These cookies are essential for the Sites to function properly — for example, enabling core website features and remembering security settings. The Sites cannot be used properly without these cookies, and they do not require your consent.

### 3.2 Analytics and Performance Cookies

We use Google Analytics to help us understand how visitors use our Sites — for example, which pages are viewed most often, how visitors navigate the Sites, and how long they spend on each page. This helps us improve our content and user experience. These cookies collect information in an aggregated, anonymous form and do not personally identify you.

Typical cookies set by Google Analytics include:

| Cookie | Purpose                                                  | Typical Duration |
|--------|----------------------------------------------------------|------------------|
| _ga    | Distinguishes unique website visitors                    | Up to 2 years    |
| _ga_*  | Persists session state for Google Analytics 4 properties | Up to 2 years    |
| _gid   | Distinguishes unique website visitors                    | 24 hours         |
| _gat   | Used to throttle the request rate                        | 1 minute         |

Google Analytics is provided by Google Ireland Limited. For more information on how Google collects and processes data, see Google's Privacy Policy at [policies.google.com/privacy](https://policies.google.com/privacy). You can opt out of Google Analytics tracking across all websites by installing the Google Analytics Opt-out Browser Add-on, available at [tools.google.com/dlpage/gaoptout](https://tools.google.com/dlpage/gaoptout).

### 3.3 Functional Cookies

Where used, functional cookies remember choices you make (such as language or region) to provide a more personalised experience.

We do not currently use cookies for third-party advertising, marketing or retargeting purposes. If this changes, we will update this Cookie Policy accordingly.

## 4. Managing and Disabling Cookies

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Most web browsers allow you to control cookies through their settings, including to:

- View what cookies are stored on your device and delete them individually
- Block third-party cookies
- Block cookies from particular sites
- Block all cookies
- Delete all cookies when you close your browser

Please note that if you disable or delete cookies, some parts of the Sites may not function correctly. You can find instructions on managing cookies for major browsers via each browser's own support pages (Google Chrome, Mozilla Firefox, Microsoft Edge and Safari all publish current cookie-management guides).

## 5. Legal Basis and Your Rights

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We process information collected through cookies in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA) and, where applicable, the Electronic Communications and Transactions Act 25 of 2002. Where our cookies process personal information, you have the right to access, correct or object to our processing of that information. See our contact details below to exercise these rights.

## 6. Changes to This Cookie Policy

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We may update this Cookie Policy from time to time to reflect changes in the cookies and technologies we use, or for legal or regulatory reasons. Any updates will be posted on this page with a revised "last updated" date.

## 7. Contact Us

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If you have any questions about our use of cookies, please contact us:

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