

# COOKIE POLICY



Last Updated: 01 March 2026

## 1. Introduction

Refilwe Bophelo Petroleum (Pty) Ltd (“the Company”, “we”, “our”, or “us”) uses cookies and similar technologies on its website to ensure that the website functions properly, to improve user experience, and to understand how visitors interact with our online platform.

This Cookie Policy explains what cookies are, how we use them, and how you can manage your preferences. It should be read together with our Privacy Policy and forms part of our broader data protection framework.

By continuing to use our website, you agree to our use of cookies as described in this policy, unless you have adjusted your browser settings to refuse them.

## 2. What are cookies?

Cookies are small text files that are stored on your device when you visit a website. They help websites recognise your device and remember certain information about your visit.

Cookies may be used to:

- ensure website functionality
- remember preferences
- improve performance
- understand how users interact with the website

Cookies may be set by the Company directly (first-party cookies) or by trusted third-party service providers who support website functionality.

## 3. Why we use cookies

We use cookies for several reasons, including:

- ensuring the website operates effectively
- improving user experience

- understanding how visitors use the website
- enhancing security and reliability
- enabling contact forms and enquiries

Cookies help us maintain a secure and efficient website for clients, suppliers, and visitors.

#### 4. Types of cookies we may use

##### **Strictly necessary cookies**

These cookies are essential for the functioning of the website. They allow core features such as navigation, page loading, and form submission.

Because they are necessary for the operation of the website, they cannot be disabled through our cookie settings.

##### **Performance and analytics cookies**

These cookies help us understand how visitors interact with the website. They collect information such as pages visited and how users move through the website.

This information is aggregated and used to improve website performance and content.

##### **Functional cookies**

Functional cookies allow the website to remember choices you make, such as preferences or region, to provide a smoother browsing experience.

##### **Third-party cookies**

We may use trusted third-party services such as website analytics or hosting providers. These third parties may place cookies on the website to support functionality or performance.

We take reasonable steps to ensure that such providers comply with applicable data protection requirements.

#### 5. How long cookies remain on your device

Some cookies are temporary and exist only while your browser is open. Others remain on your device until they expire or are deleted.

You can delete cookies at any time through your browser settings.

#### 6. Managing cookies

Most web browsers allow you to control cookies through settings. You may choose to:

- block cookies
- delete cookies
- receive alerts before cookies are placed

Please note that blocking certain cookies may affect the functionality of the website.

## **7. Cookies and personal information**

Some cookies may collect information that could be considered personal information under POPIA, such as IP addresses or device identifiers. Where this occurs, such information is processed in accordance with our Privacy Policy.

We do not use cookies to collect sensitive personal information unnecessarily and do not sell personal information collected through cookies.

## **8. Updates to this policy**

We may update this Cookie Policy from time to time to reflect changes in technology, legislation, or website operations. Updated versions will be published on the website.

## **9. Contact details**

If you have any questions about this Cookie Policy, you may contact:

**Information Officer:**  
Refilwe Molefe

**Email:**  
[enquiries@refilwebophelo.co.za](mailto:enquiries@refilwebophelo.co.za)