

## **1. Information we collect:**

### **1. Name and contact details**

- on our product description pages
- only if you voluntarily supply it
- to sign up for our newsletter which contains privacy related articles and news about our products and services
- it is stored at our mailing list service provider (MailChimp.com) who is located in the US and certified under the EU-US Safe Harbor agreement
- and our hosting provider who is located in the EU
- we retain this information until you unsubscribe from our newsletter

### **2. Your opinions**

- including ratings, preferences, questions, comments and recommendations
- throughout our website
- only if you voluntarily supply it
- to help us position our products
- and for marketing purposes (we may publish this information on our website)
- it is stored at our hosting provider who is located in the EU
- we retain this information indefinitely

### **3. Name, contact details and address**

- on our checkout / my account pages
- it is required in order to buy from our shop
- we use this information for billing & collection, accounting, tax, shop administration and communication purposes
- we may use this information to enforce our legal rights
- it is stored at our hosting provider who is located in the EU
- it may be shared with professional service providers like accountants and legal practitioners
- it is shared with our contractors
- we retain this information as long as you use our products or services and for at least one year after your last order as required by the Electronic Communications and Transactions Act 25 of 2005
- Order details are kept for 5 years after tax submission as required by the Tax Administration Act 28 of 2011

### **4. Financial information**

- We do not have access to your financial information
- it is collected by our payment gateway, PayFast.co.za for billing purposes

### **5. Website usage information**

- including how and when you use our website, products and services; your IP address; and cookie data
- throughout our website
- it is collected automatically
- to limit the number of submissions you can make to our site,

- to protect our site from security threats, and
- to help us to improve user experience
- it may be stored in Cookies on your computer (you may disable cookies in your browser but aspects of our website, products or services may stop working)
- and it is stored at our hosting provider who is located in the EU
- we retain this information indefinitely
- Our website uses Google Analytics which is a web analysis service provided by Google.
  - Google automatically collects Cookie and website Usage Data and uses it to track and examine the use of www.popi-compliance.co.za, to prepare reports and share them with other Google services.
  - Google does not associate your IP address with the usage information it collects.
  - Google may use the data collected to contextualize and personalize the ads of its own advertising network.
  - Google is based in the US and is certified under the EU-US Safe Harbor agreement.
  - Google's privacy policy is [here](#)
  - You may opt out of Google analytics by following these directions

#### 6. **Information about your business**

- including your business' contact, registration, demographic details
- details of your processes, procedures, suppliers, staff and compliance
- in our software products and services
- in order to provide you with our advertising services
- and to provide you with support
- the information is stored on Google servers in the European Union (which has substantially similar privacy legislation to South Africa)
- We do not share this information
- We retain this information until you delete your software / service account

## 2. **Information security**

- We employ a variety of security measures to safeguard your personal information including authentication and encryption (salting, hashing and SSL).

### **Right to access and rectify your information**

- You may access and update your e-commerce billing and contact details by logging in to [your account page](#)
- You may remove your contact details from our newsletter mailing list by unsubscribing with the link provided in our newsletter.
- You may access and update your business information by logging in to the product or service you purchased from us.

**Right to object**

- you have the right to object to our processing of your personal information in terms of POPI s11(3)
- You may object by contacting us using the contact details in our **terms and conditions**

**Right to complain**

- you have the right to lodge a complaint with the Information Regulator (once established)

**Changes**

- From time to time it may become necessary to make changes to this privacy policy. It is your responsibility to periodically check our website for any changes.

**Intended usage**

- Our website, products and services is operated in South Africa and intended for residents and clients visiting South Africa only.

**Legal Capacity**

- You acknowledge that you have the legal capacity to use our website, products and services.

You may save or print this documentation, available on our website, by right-clicking and selecting 'Save As' or 'Print' respectively.