



PRIVACY NOTICE

CARYN WALKER
Information Officer

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Overview

This privacy notice aims to inform you about how we collect, use, disclose and store information about you when you:

- Interact with or use our website www.companyprofilessa.com.
- Request services from Company Profiles South Africa (Pty) Ltd, including e-mail correspondence.

What information does Company Profiles South Africa collect?

We gather various types of information, including information that identifies or may identify an individual. The client will provide information in the following ways:

Website: We may collect any personal information that you choose to send to us or provide us, which may be through the Contact Us form that is completed for a free assessment, review or quotation, or the subscription to our newsletter. If you contact us through our website we will keep a record of your correspondence.

Provision of Services: We receive and store information you provide directly to us. For example, when completing our questionnaires we collect personal as well as company information, such as contact details, registration numbers, social media links, curriculum vitae, as well as any other business related information you choose to provide to us that we will need in order to provide our services.

Information we automatically collect: When you visit our website, we collect certain information related to marketing. We keep information of clients that have used our services.

Customer Feedback: After using our services, you may be asked to provide feedback. This is entirely optional and is used only to improve our service offering.

How do we use the information?

We will use the information we collect via our website for purposes made clear to you at the time you submit your information – for example, to fulfill your request for a free assessment, review, quotation or subscription, or to provide you with information you have requested about our services. Our use of your personal information may be based on our legitimate interests in ensuring network and information security.

We may use the information we collect from our clients in connection with the services we provide for a range of reasons, including:

- the setup of accounts,
- the provision, operation and maintenance of our services,
- processing and completion of transactions, and sending related information, including confirmations and invoices,
- managing our clients' use of our services, responding to enquiries and comments, and providing customer service,
- sending clients updates, notifications, and administrative communications, and
- any other purposes for which we notify clients and users.

How do we share and disclose information to Third Parties?

We may share your information with third party service providers who we employ to perform tasks on our behalf. These service providers include (for example) graphic designers and content writers, our payment processing providers, CRM service providers, email service providers and others. If Company Profiles South Africa receives your personal information and subsequently transfers that information to a third party agent or service provider for processing, Company Profiles South Africa remains responsible for ensuring that such third party agents or service providers processes your personal information to the standards required by the applicable privacy laws, including POPIA.

Under certain circumstances, we may be required to disclose your personal information in response to legally valid requests by public authorities, including to meet national security or law enforcement requirements.

Security

We use appropriate technical, organisational and administrative security measures to protect any information we hold in our records from loss, misuse, and unauthorized access, disclosure, alteration and destruction.

Your privacy rights

You may opt not to disclose information to us, but bear in mind that some information may be needed for us to perform our services.

If you would like to access, review, update, rectify, or delete any personal information we hold about you, or exercise any other data subject right available to you under the South African Protection of Personal Information Act or POPI Act) you can email us on info@companyprofilessa.com.

Please note that we may still use any aggregated and de-identified Personal Information that does not identify any individual, and may also retain and use your information as necessary to comply with our legal obligations, to resolve disputes, and enforce our agreements.

Who to Contact

South African Information Regulator

<https://www.justice.gov.za/infoereg/contact.html>

Complaints: complaints.IR@justice.gov.za

General enquiries: infoereg@justice.gov.za.

Company Profiles South Africa's Information Officer

Caryn Walker

E-mail Address: info@companyprofilessa.com

If you have questions, requests or concerns regarding your privacy and rights, please let us know how we can help.