

Customer Privacy Notice- COMPLI-TECH

Ecosystem Data Protection & Privacy Notice

In accordance with the Protection of Personal Information Act 4 of 2013 ("POPIA")

1. Introduction

At Compli-Tech (including our primary portal at https://compli-tech.app) and all associated subdomains, web, and mobile applications developed or operated by Compli-Tech), we are committed to protecting your privacy and ensuring that your personal information is collected, processed, and maintained transparently, lawfully, and securely.

This Privacy Notice applies universally across our entire digital infrastructure—encompassing our corporate website, administrative portals, and all current and future software applications developed, owned, or managed by Compli-Tech.

2. Scope & Applicability

This notice governs the collection and usage of personal information for all users, clients, registered subscribers, and visitors across any application within the Compli-Tech software ecosystem. By utilizing compli-tech.app or any application linked to this policy, you consent to the data practices described herein.

3. Information We Collect

We collect personal and organizational information primarily to provide services, verify accounts, and tailor application functionalities to your specific business requirements.

A. Directly Provided Information

Depending on the specific application or service you interact with, we may collect:

- **Contact & Identity Data:** Full name, business email address, phone numbers, identity numbers, and job titles.
- **Entity & Compliance Data:** Company name, registration numbers, VAT details, physical/postal addresses, Information Officer details, and compliance-related documentation.
- **Application User Data:** Account credentials, role-based access parameters, configuration preferences, and operational logs within specific apps.

B. Automated Usage Information & Cookies

When accessing compli-tech.app or any hosted web application, standard internet usage data may be collected automatically via cookies and analytical trackers. This includes IP addresses, browser types, device specifications, session duration, and navigation routes to optimize software performance and security.

4. How We Use Your Information

Your personal information will only be processed for the explicit purpose for which it was gathered, including:

- **Core Service Delivery:** Account provisioning, system access control, operational maintenance, and executing requested app workflows.
- **Communication:** Facilitating support tickets, technical updates, billing, and platform notifications.

- Ecosystem Improvements: Analyzing feature adoption and developing new applications, solutions, or platform upgrades.
- Legal & Security: Verifying user identities, preventing unauthorized access, fraudulent activity, or cyber threats, and complying with statutory record-keeping obligations.

5. Third-Party Disclosures

We do not sell personal data. We may share information with vetted service providers who assist in operating our ecosystem (e.g., secure cloud hosting providers, transactional communication systems, payment gateways, and accounting integrations). All third parties operate under strict data processing and confidentiality agreements complying with POPIA standards.

We may also disclose information:

- When required by applicable law, court orders, or statutory regulatory directives.
- To protect the legal rights, safety, and operational integrity of Compli-Tech, its assets, or its users.

6. Information Security Measures

Compli-Tech implements continuous technical and organizational safeguards to prevent unauthorized access, loss, or misuse of personal information. Our security framework covers:

- Infrastructure Security: Secure cloud hosting, data encryption in transit and at rest, and firewall management.
- Access Control: Role-based permissions, multi-factor access protocols, and strict identity authentication.
- Operational Controls: Ongoing vulnerability monitoring, incident response protocols, and strict third-party data processor governance.

7. Your Statutory Data Rights

Under POPIA, you retain the right to:

1. Access: Request a summary or copy of the personal information we hold regarding your profile or business entity.
2. Correction & Deletion: Request the correction, update, or destruction of inaccurate, outdated, or excessive personal records.
3. Objection & Withdrawal: Object to the processing of personal data on reasonable grounds or withdraw consent previously granted.

Note: Verification of identity (e.g., providing an ID or company authority document) will be required prior to fulfilling access or deletion requests to protect your security. Statutory retention rules or reasonable administrative fees may apply where legally permitted.

8. Contact Information & Information Officer

For any questions regarding this Privacy Notice, to exercise your data rights, or to submit formal compliance inquiries, please contact our Information Office:

- Entity Name: Compli-Tech
- Information Officer: C.J. Janse van Rensburg

- Primary Portal: <https://compli-tech.app>
- Contact Email: info@compli-tech.app