

# PoPIA Compliance

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## About us

Firmlinx (Pty) Ltd is the Responsible Party in that it processes personal information of clients. We make decisions on what information we hold and what we do with it. If at any time you want to learn more about how we use data, please contact us at: [info@firmlinx.co.za](mailto:info@firmlinx.co.za). Firmlinx has a 'living document' approach to information security and we strive to always be compliant to South Africa's regulatory requirements.

## Legitimate Interest

We only contact or make outreach to a potential client, if we believe there is a legitimate interest that our services may align with your business case or business goals. It is necessary to process email data in order to make contact, but we balance this against a person's individual rights, interests and right to freedom. However, we will not store your data without clear consent.

## What data do we need

We collect only basic personal data: Name, contact details, physical address and invoice details. We will never ask for any sensitive, potentially discriminatory or any other type of data.

## Why do we need it

We use basic personal information to deliver our products and service in line with an agreement. We do not collect any information that does not enable us to better provide or manage our services to you.

## What we do with it

All personal data is collected and used by staff located in South Africa. Third parties do not have access to your personal data, unless required to by law.

## How we protect your data

We recognise the right to information privacy for all individuals and we are fully compliant with the Protection of Personal Information Act (Act 4 of 2013). We take every measure possible to ensure that your data is safe. More information regarding our code of conduct is available on request.

## Your rights

You have the right over your personal information, including the right to access the data we hold on you and the right to request that we de-identify all your data.