

POPIA Manual for Web Space & Digital Services Pty

Effective Date: 31/12/2024

1. Introduction

Web Space & Digital Services Pty (hereinafter referred to as "the Company") is committed to protecting the privacy and confidentiality of personal information in compliance with the **Protection of Personal Information Act, 4 of 2013 (POPIA)**. This manual outlines how the Company collects, processes, stores, and protects personal information.

2. Purpose of the Manual

The purpose of this manual is to:

- Provide stakeholders with an understanding of how the Company complies with POPIA.
 - Explain the procedures for accessing or requesting information.
 - Outline the Company's approach to safeguarding personal information.
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3. Scope

This manual applies to all personal information processed by the Company, including that of:

- Customers and clients.
 - Employees.
 - Suppliers and service providers.
 - Website visitors.
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4. What is Personal Information?

According to POPIA, personal information refers to information relating to an identifiable individual or entity. This includes, but is not limited to:

- Full name and identity number.
- Contact details (e.g., phone numbers, email addresses).

- Financial and banking information.
 - Location and demographic data.
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5. How We Collect Personal Information

The Company collects personal information through the following means:

- When customers fill out online forms or contact us.
 - During service agreements and transactions.
 - Through cookies and analytics tools on our website.
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6. Why We Collect Personal Information

We collect personal information for the following purposes:

- To provide digital marketing and website services.
 - To respond to customer inquiries and support requests.
 - To comply with legal and regulatory obligations.
 - For marketing and promotional communications (with consent).
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7. Sharing Personal Information

The Company will only share personal information:

- With service providers or partners necessary to fulfill contractual obligations.
 - When required by law or regulatory authorities.
 - With the individual's explicit consent.
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8. Safeguarding Personal Information

We take appropriate technical and organizational measures to protect personal information, including:

- Using secure servers and encryption.
- Regularly updating software and systems.
- Restricting access to authorized personnel only.

9. Data Retention Policy

The Company retains personal information for as long as it is necessary to fulfill the purposes outlined in this manual or as required by law. Once the information is no longer needed, it will be securely deleted or anonymized.

10. Rights of Data Subjects

Under POPIA, individuals have the following rights regarding their personal information:

- The right to access their personal information.
 - The right to request correction or deletion of inaccurate data.
 - The right to object to processing or withdraw consent.
 - The right to lodge a complaint with the Information Regulator.
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11. Access to Information

Requests for access to personal information must be submitted in writing to the Information Officer (details below). Proof of identity may be required.

12. Information Officer Details

Name: Lindi

Designation: Information Officer

Email: Lindi@webspacedesign.co.za

Phone: 084 621 3466

13. Cookies and Website Analytics

The Company's website uses cookies and analytics tools to improve user experience. Visitors can manage their cookie preferences or opt out through their browser settings.

14. Updates to This Manual

This manual may be updated periodically to reflect changes in our operations or legal requirements. The updated version will be available on our website.

15. Contact Us

For questions or concerns regarding this manual or your personal information, please contact our Information Officer at:

- **Email:** Lindi@wespacedesign.co.za
- **Phone:** 084 621 3466

Disclaimer

This POPIA Manual is for informational purposes only and does not constitute legal advice. Stakeholders are encouraged to seek professional advice regarding compliance with POPIA