

# POPIA POLICY

## OpIndie Solutions (PTY) Ltd

### 1. INTRODUCTION

This POPIA Website Privacy Policy sets out how OpIndie Solutions (PTY) Ltd ("OpIndie Solutions", "we", "us", or "our") processes and protects Personal Information in compliance with the Protection of Personal Information Act, 4 of 2013 (POPIA) and other applicable South African data privacy regulations when users visit our website or engage with our digital platforms.

By accessing our website, you agree to the collection and processing of your Personal Information as outlined in this policy.

### 2. INFORMATION WE COLLECT

We may collect the following types of information:

- Name, email address, phone number (when submitted through contact forms)
- IP address, location data
- Usage data such as time spent on pages, click paths, and referring websites
- Device identifiers, cookies, and analytics data

We collect this information:

- Directly from you (e.g., via forms or direct contact)
- Automatically through cookies and analytics tools (e.g., Google Analytics)

### 3. PURPOSE OF PROCESSING PERSONAL INFORMATION

We collect and use your Personal Information to:

- Respond to queries submitted via our website
- Improve website content, design, and user experience
- Analyse website traffic and usage patterns
- Marketing Purposes (if you have opted in)
- Comply with legal and regulatory obligations

## 4. COOKIES AND TRACKING TECHNOLOGIES

Our website may use cookies and similar tracking technologies to:

- Ensure basic website functionality
- Track usage metrics

You may opt out or disable cookies in your browser settings, though doing so may affect website functionality.

## 5. CONSENT

We will only collect, process, or share your Personal Information:

- With your explicit or implied consent
- If required to fulfil a contract or legal obligation
- When permitted under POPIA

Consent may be recorded through form submissions or continued website use. You can withdraw consent at any time by emailing [info@opindiesolutions.co.za](mailto:info@opindiesolutions.co.za).

## 6. STORAGE, SECURITY & RETENTION

We store Personal Information securely using:

- Password-protected databases and platforms
- Encrypted storage where possible
- Access controls limited to authorized personnel

Data retention is limited to what is necessary for business or legal reasons. We securely delete or anonymize data that is no longer needed.

## 7. INFORMATION SHARING

We may share your Personal Information with:

- Internal staff and contractors under confidentiality agreements
- Third-party service providers or business partners under lawful processing agreements
- Regulators or authorities where legally required

All third parties are contractually obligated to comply with POPIA.

We will never sell your Personal Information.

## 8. YOUR RIGHTS UNDER POPIA

You have the right to:

- Access the Personal Information we hold about you
- Request correction or deletion
- Object to certain processing activities
- Withdraw your consent
- Lodge a complaint with the Information Regulator

To exercise your rights, please contact our Deputy Information Officer:

Tshimane Christian Fika

Email: [christian.fika@opindiesolutions.co.za](mailto:christian.fika@opindiesolutions.co.za)

Phone: 067 956 4376

## **9. THIRD-PARTY LINKS AND SERVICES**

Our website may contain links to third-party websites or services. This policy does not apply to those sites. We encourage you to review their privacy policies independently.

## **10. POLICY UPDATES**

We reserve the right to amend this Policy at any time. Updates will be posted on our website with a new effective date. Continued use of our website constitutes acceptance of the updated policy.

## **11. CONTACT INFORMATION**

If you have questions or concerns about our data practices, contact:

Deputy Information Officer: Tshimane Christian Fika

Email: [christian.fika@opindiesolutions.co.za](mailto:christian.fika@opindiesolutions.co.za) / [info@opindiesolutions.co.za](mailto:info@opindiesolutions.co.za)

Phone: +27 67 956 4376

Website: [www.opindiesolutions.co.za](http://www.opindiesolutions.co.za)