

PRIVACY POLICY

OpIndie Solutions (PTY) Ltd

1. INTRODUCTION

OpIndie Solutions (PTY) Ltd ("OpIndie", "we", "our", or "us") is committed to respecting and protecting your privacy and personal data in accordance with South African data protection laws, including the Protection of Personal Information Act 4 of 2013 (POPIA), the Electronic Communications and Transactions Act 25 of 2002 (ECTA), and other applicable privacy regulations.

This Privacy Policy outlines how we collect, process, protect, and share your Personal Information when you use our website, engage our services, or otherwise interact with us.

By accessing or using our website or services, you confirm that you:

- Are at least 18 years of age or of legal contractual age in your jurisdiction.
- Consent to the collection and use of your Personal Information as outlined herein.

2. DEFINITIONS

- **"Personal Information"** means information relating to an identifiable, living natural person, or an identifiable, existing juristic person, as defined in POPIA.
- **"Data Subject"** refers to the individual or entity to whom the Personal Information relates.
- **"Processing"** refers to any operation or activity concerning Personal Information, including but not limited to collection, storage, use, dissemination, modification, or destruction.
- **"Responsible Party"** is OpIndie Solutions (PTY) LTD's authorized individuals accountable for processing and determining purposes of Personal Information use.

3. TYPES OF INFORMATION COLLECTED

We may collect the following types of information:

- Identification Information: Full name, ID or registration number
- Contact Details: Phone numbers, email addresses, physical addresses
- Financial Details: Banking or tax-related information
- Employment or Business Information
- Website usage data: IP addresses, location, and cookies

We collect information directly from you and through third-party service providers where legally permissible.

4. PURPOSES FOR PROCESSING PERSONAL INFORMATION

We use your Personal Information to:

- Provide and manage our services
- Fulfil contractual or legal obligations
- Communicate and respond to inquiries
- Verify identity and prevent fraud
- Improve user experience and website functionality

We do not sell or distribute your data without your consent unless required by law.

5. CONSENT

By using our services or website, you consent to the collection, use, and storage of your Personal Information.

You may withdraw consent at any time by emailing info@opindiesolutions.co.za.

6. YOUR RIGHTS UNDER POPIA

You have the right to:

- Request access to your Personal Information
- Request correction or deletion of data
- Object to certain processing activities
- Lodge a complaint with the Information Regulator of South Africa

Requests should be submitted via info@opindiesolutions.co.za.

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

We do not tolerate nor permit the misuse of OpIndie's digital or brand assets. Use of any OpIndie identifiers without consent is strictly prohibited.

8. DATA STORAGE AND SECURITY

Although no system is 100% secure, we implement advanced security measures to protect your data:

- Encrypted communications (SSL/TLS)
- Firewalls and anti-virus protection

- Two-factor authentication (2FA) where applicable
- Employee access restrictions
- Regular training

9. DATA RETENTION

We will retain Personal Information only for as long as necessary to:

- Fulfil the original purpose of collection
- Comply with legal and regulatory requirements
- Enforce contracts

Once data is no longer needed, it is securely destroyed or anonymized.

10. USE OF COOKIES

We may use cookies to:

- Improve the functionality of the website
- Enhance user experience

Users can disable cookies through their browser settings.

11. THIRD-PARTY SERVICES

Our site and services may include integrations with APIs or external services such as payment providers, or WhatsApp for Business. These are governed by third-party privacy policies, and we encourage users to review them.

12. POLICY UPDATES

We reserve the right to modify this Privacy Policy. Updates will be posted on our website. Continued use of our services after changes implies your agreement with the updated policy.

13. CONTACT INFORMATION

For questions, corrections, or complaints:

Deputy Information Officer: Tshimane Christian Fika

Email: christian.fika@opindiesolutions.co.za / info@opindiesolutions.co.za

Phone: +27 67 956 4376

Website: www.opindiesolutions.co.za