



WEBSITE PRIVACY POLICY

Version 2.0_Public

www.teknovate.co.za

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1) Introduction & Scope

Teknovate Consulting ("Teknovate", "we", "us") respects your privacy and is committed to protecting personal information. This Privacy Policy explains how we collect, use, share, and protect personal information/personal data when you visit our websites, use our products and services, contact us, or otherwise interact with us. This Policy applies to customers, prospective customers, website visitors, suppliers, and other stakeholders. By using our website or services, you acknowledge this Policy.

2) Who we are (Responsible Party/Controller)

Teknovate Consulting acts as the Responsible Party (under POPIA) and Controller (under GDPR) for personal information/personal data it processes. Information Officer (POPIA)/Data Protection Officer (GDPR): Audrey Abplanalp. Primary contact for privacy matters: **compliance@teknovate.co.za**.

3) EEA and UK Data Subjects

Teknovate Consulting offers services to individuals located in the European Economic Area (EEA) and the United Kingdom (UK). Where required by Article 27 of the General Data Protection Regulation (GDPR), Teknovate Consulting will appoint an authorised representative in the European Union and/or the United Kingdom. The representative's

4) Key definitions

Personal information/personal data: any information that relates to an identified or identifiable natural person (and, under POPIA, an identifiable juristic person). Examples include name, contact details, identifiers, online identifiers, and device information.

Special personal information/special categories: information relating to racial or ethnic origin, religious or philosophical beliefs, political opinions, trade union membership, health information, biometric and genetic data, sex life or sexual orientation, criminal behaviour/history, and information about children.

Child: under POPIA, a natural person under 18 years. Under GDPR Article 8, for information society services offered directly to a child in the EEA, parental/guardian consent may be required for children under 16 (subject to Member State variations, not lower than 13).

5) Lawful bases and grounds for processing

We process personal information on one or more of the following lawful bases: (a) performance of a contract or to take pre-contractual steps at your request; (b) compliance with legal obligations; (c) legitimate interests pursued by Teknovate or a third party, balanced against your rights; (d) your consent (for specific purposes, such as certain marketing, cookies, or where legally required); (e) protection of vital interests; and (f) where applicable, public interest/official authority.

Where processing is based on consent, you have the right to withdraw your consent at any time without affecting the lawfulness of processing prior to such withdrawal.

6) What we collect and how we collect it

We collect information that you provide directly (e.g., account sign-up, purchases, support queries), information collected automatically (e.g., device and usage data, cookies and similar technologies), and information from third-party sources (e.g., partners, service providers, publicly available sources) where lawful.

Categories may include: identification and contact details; transactional and service usage data; device and technical data (IP address, browser type, operating system); marketing preferences; and records of communications.

7) Purposes of processing

We use personal information to: provide, operate and improve our services; fulfil contracts and transactions; authenticate and secure accounts; communicate with you (service messages and, where permitted, marketing); conduct analytics and market research; comply with legal and regulatory obligations; and protect, investigate and prevent fraudulent or illegal activity.

8) Direct marketing and your choices

Electronic direct marketing (e.g., email, SMS, telephone, push notifications, social media messaging) is sent with your opt-in consent, unless you are an existing customer and local law permits marketing of our own similar products/services subject to an easy, free opt-out. Every marketing message identifies the sender and includes a valid opt-out method.

You may withdraw consent or object to marketing at any time. We maintain internal suppression lists to honour opt-outs.

9) Cookies and similar technologies

We use cookies, pixels, tags and similar technologies to operate our website, measure performance, and, with your permission where required, to personalise content and advertising. Non-essential cookies for EEA visitors will only be set with consent via our cookie banner. You can manage your preferences at any time [\[insert link to cookie settings\]](#).

10) Sharing of personal information and processors

We do not sell personal information. We share information with trusted service providers (operators/processors) under written contracts that require them to protect information and use it only on our instructions. We may also share information with professional advisers, regulators, law enforcement (as required by law), or as part of corporate transactions, in compliance with applicable law.

11) International transfers

We may transfer personal information internationally, including outside South Africa and the EEA/UK. Where we do so, we implement appropriate safeguards such as adequacy decisions, Standard Contractual Clauses (SCCs), transfer risk assessments, or binding corporate rules, and ensure protections substantially similar to POPIA Section 72 and GDPR Chapter V.

12) Security

We implement administrative, technical and physical safeguards designed to protect personal information against unauthorised access, loss, misuse, or disclosure. Measures may include access controls, encryption in transit and at rest (where appropriate), network security, and staff training.

These security safeguards are based on generally accepted information security practices and procedures which apply to the website, products and services we provide. We regularly check that these safeguards are correctly implemented and continually updated in response to new risks or any identified deficiencies.

Unfortunately, the transmission of information via the internet is not completely secure and we cannot guarantee the security of information transmitted to us through the internet. Any

information you submit to us through the internet is at your own risk. Once we receive your personal information, we do our best to protect it and use the security safeguards we have put in place to secure it.

13) Data breach notification

If we discover a security compromise affecting personal information, we will notify the South African Information Regulator and affected data subjects as required by POPIA, and, where applicable, notify relevant EEA supervisory authorities within 72 hours and communicate with affected individuals under GDPR, taking into account regulatory guidance.

14) Retention

We retain personal information only for as long as necessary to fulfil the purposes described in this Policy, to comply with legal and regulatory requirements, to resolve disputes, and to enforce our agreements. When information is no longer needed, we will irreversibly anonymise or securely destroy it.

15) Your privacy rights

Subject to applicable law, you have rights to: be informed; access; rectify; erase; restrict processing; object (including to direct marketing); data portability; withdraw consent; and not be subject to certain automated decisions, including profiling. You may exercise these rights by contacting **compliance@teknovate.co.za**.

South African data subjects may also lodge a complaint with the Information Regulator. EEA data subjects may lodge a complaint with their local supervisory authority.

16) Children

Our services are not directed to children under 18 in South Africa. We do not knowingly collect personal information from children without appropriate consent. For EEA users, where we offer online services directly to children and rely on consent, we will obtain and verify parental/guardian consent where required by local law.

17) International users

Regardless of where you access our services, processing may occur in South Africa and other countries. We apply protections consistent with this Policy and applicable law for cross-border transfers.

18) Changes to this Policy

We may update this Privacy Policy from time to time to reflect changes to our practices, legal requirements, or applicable data protection laws. Any changes to this Privacy Policy will be posted on this page and will become effective upon posting. Where required by applicable law, or where reasonably practicable, we will take reasonable steps to notify data subjects of material changes.

When you use our website the version of the privacy policy posted on this page applies to you. We encourage you to review this privacy policy whenever you access our website. It is your responsibility to review the Privacy Policy to which you are bound.

19) Contact and complaints

If you have questions, requests, or complaints, contact: compliance@teknovate.co.za. South African Information Regulator: enquiries@inforegulator.org.za, www.inforegulator.org.za. EEA residents: please contact your local supervisory authority; details are available on official EU resources.