



Data Recovery Specialists

PRIVACY POLICY

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PRIVACY NOTICE

This Privacy Policy sets out the approach of Data Detect (Pty) Ltd in relations to our management of personal information.

We are bound by the Conditions for Lawful Processing of Personal information as set out in chapter 3 of South Africa's Protection of Personal Information Act, 2013 (POPIA).

PERSONAL INFORMATION WE COLLECT

We will only collect personal information if it is reasonably necessary to pursue the activities in the course of our service business.

The personal information that we collect may vary but may include:

1. Full names
2. Company details – including registration & Vat numbers
3. Telephone numbers
4. E-mail addresses

HOW WE COLLECT AND STORE PERSONAL INFORMATION

In most cases we will collect personal information directly from you or via telephonic conversations.

If you supply us with the personal information of a third party, we shall accept that such information is both true and correct and that yourself, the provider of the information, is duly authorized to share such information with Data Detect (Pty) Ltd.

Personal information is captured electronically and stored with the necessary security measures to ensure the security and confidentiality of the documents and any personal information contained in them.

Where documents and personal information are stored in cloud based systems (e.g. Dropbox, Microsoft365 etc.) we first ensure the identity of all servers.

PURPOSES FOR WHICH WE COLLECT, HOLD, USE AND DISCLOSE PERSONAL INFORMATION

We will collect and hold personal information if it is reasonably necessary to pursue our normal day to day business.

Personal information will only be disclosed if we are required by law to do so.

Data Detect (Pty) Ltd.'s website does not store any personal information. Where information is captured for a quote request this information is transmitted directly to a secure device where the information is then processed.

QUALITY OF PERSONAL INFORMATION

We will endeavor to ensure that all personal information collected is accurate, complete and up-to-date. We will further take all reasonable steps to ensure that any updated information is added to your existing records.

SECURITY OF PERSONAL INFORMATION

We will secure the integrity and confidentiality of your personal information by taking appropriate, reasonable technical and organizational measures to prevent loss of, damage to or unauthorized destruction of personal information and unlawful access to or processing of your personal information.

These measures include identifying risks, establishing appropriate safeguards, verifying the safeguards are implemented and updating these when and where appropriate.

Should we become aware that your personal information has been accessed by an unauthorized person we will notify the information regulator and yourself. This notification will be e-mailed to you.

RETENTION AND RESTRICTION

Your personal information will only be retained for as long as is necessary to achieve the function for which it was collected or until such time as you instruct Data Detect (Pty) Ltd to destroy or dispose of your personal information, subject to the condition that such destruction or disposal shall not be in any contravention of any law of the Republic of South Africa. If we are obliged by law to retain your personal information for a longer period (e.g. invoices etc.) then we shall do so.

ACCESS TO PERSONAL INFORMATION

You are legally entitled to enquire if we hold any of your personal information and request it be corrected. In certain circumstances you are also entitled to request the destruction of your personal information. Should you request access to records of your personal information we will within a reasonable period of time provide this information unless there are legal reasons to refuse this request.

Any requests by you in relation to your personal information shall be in writing to the Managing Director of Data Detect (Pty) Ltd at e-mail address: Richard@datadetect.co.za

There may be occurrences where this information request will be denied. Such reasons will include for example we cannot reliably establish your identity, where providing this information may involve the unreasonable disclosure of personal information about a third party or where providing the requested information may endanger a person or property, this list is not exhaustive.

COMPLAINTS

Should you believe that Data Detect (Pty) Ltd has not complied with POPIA you may make a written complaint to the Managing Director. The Managing Director will review the complaint and consider appropriate action. You will be informed of such action within 30 days of receipt of the complaint.

If you do not agree with the Managing Directors determination of the complaint you may take the complaint further to the Information regulator.