

# Privacy Policy & POPI Act for Zinde Consortium

*Last Updated: [17 March 2025]*

Thank you for choosing Zinde Consortium. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information. By using our services, you agree to the terms outlined in this policy.

## 1. Information We Collect

At Zinde Consortium, we value your privacy and are committed to protecting your personal information in compliance with the Protection of Personal Information Act (POPIA) of South Africa. This policy outlines how we collect, use, store, and protect your data when you interact with our company, websites, or services.

## 2. How We Use Your Information

- We may collect the following types of personal information:
- Personal Details: Name, Contact Number, Email Address
- Business Information: Company Name, Registration Details
- Financial & Billing Information: Banking details for transactions
- Website & Digital Data: Cookies, IP Address, Browsing Data
- E-Commerce & Service Data: Purchase history, delivery address
- Employment Information: If you apply for a job with us

## 3. Purpose of Collecting Personal Information

We use collected data to:

- Provide services across IT Support, Construction, Energy, Engineering, Marketing, and other divisions
- Process orders, invoices, and payments
- Deliver e-commerce and logistics services
- Improve user experience on our website
- Send relevant business updates, promotions, or newsletters
- Ensure legal and regulatory compliance

## 3. Data Retention

We will retain your personal information only for as long as necessary for the purposes stated in this policy. Data retention is essential for ensuring compliance with legal and regulatory requirements and to retain necessary data for business needs.

#### **4. Sharing of Information**

We do not sell, trade, or rent personal data. However, we may share necessary data with:

- Service providers for operational purposes
- Payment processors for financial transactions
- Couriers for product deliveries
- Regulatory bodies when required by law
- All third-party partners comply with POPIA regulations.

#### **5. Cookies**

We use cookies to collect information that helps us improve your experience. You may set your browser to refuse cookies, but doing so may affect the functionality of the website. Cookies are small text files stored on your device when you visit our website and are used for remembering preferences, login details, and other browsing information.

#### **6. Your Rights Under POPIA**

As per POPIA, you have the right to:

- Request access to your personal information
- Correct or update your details
- Withdraw consent for marketing communication
- Request deletion of your data (where legally applicable)

#### **7. Changes to this Privacy Policy**

We may update this Privacy Policy from time to time. Any changes will be communicated by posting the revised policy on this page.

#### **8. Cookies & Online Tracking**

- Our website uses cookies to improve your experience and track visitor analytics. You can modify cookie settings in your browser at any time.

#### **9. Contact Information**

If you have any questions or concerns about this Privacy Policy, please reach out to us at [info@Zinde.co.za](mailto:info@Zinde.co.za).

Zinde Consortium is committed to protecting personal information in accordance with the Protection of Personal Information Act, 2013 (POPI Act) in South Africa. This statement details how we collect, use, disclose, and safeguard personal information.

**1. Collection of Personal Information**

We collect personal information either directly from individuals or through third parties for legitimate business purposes related to our services. The information we may collect includes:

- Contact Information (Names, Addresses, Email, Phone Numbers)
- Company Information
- Usernames and Passwords

**2. Purpose of Processing Personal Information**

We process personal information for specific, lawful purposes, including:

- Providing and improving our services
- Communicating with clients and stakeholders
- Fulfilling legal and regulatory obligations

**3. Consent**

We obtain consent before collecting and processing personal information. You have the right to withdraw consent at any time.

**4. Security Measures**

We implement appropriate technical and organizational safeguards to protect personal information against loss, misuse, unauthorized access, disclosure, alteration, and destruction.

**5. Data Subject Rights**

You have the right to access, correct, or delete your personal information. Requests to exercise these rights should be sent to [info@Zinde.co.za](mailto:info@Zinde.co.za).

**6. Data Breach Notification**

If a data breach occurs that risks individuals' rights and freedoms, we will notify the Information Regulator and affected individuals as required by the POPI Act.

**7. Data Processing Records**

We maintain records of our data processing activities to ensure compliance with the accountability principle under the POPI Act.

**8. Updates to the Privacy Policy**

This statement will be periodically reviewed and updated to reflect any changes in our processing activities or legal obligations.

**9. Contact Information**

For any questions regarding our POPI Act compliance, please contact us at [info@Zinde.co.za](mailto:info@Zinde.co.za).

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**Service Delivery Timeline for Services, Installation, and Delivery**

Zinde Consortium is committed to efficient service delivery across all divisions. Expedited services are available upon request and subject to additional fees.

**Data Security**

We employ secure systems and best practices to protect your information from unauthorized access, misuse, or loss.

**Client Responsibilities**

Clients must provide accurate information and respond promptly to requests for feedback or materials necessary for completing services. Delays may affect service timelines and incur additional fees.

**Amendments to the Policy**

Zinde Consortium reserves the right to update or modify this Privacy Policy. Any changes will be communicated through our website or email.

**Contact Us**

For inquiries or concerns regarding our Privacy Policy or services, please contact us at:

Email: [info@Zinde.co.za](mailto:info@Zinde.co.za)

Phone: +27 12 004 0637

By engaging with Zinde Consortium, you acknowledge and agree to the terms outlined in this Privacy Policy.

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**Conclusion**

Zinde Consortium is committed to protecting your personal information and upholding the principles and requirements outlined in the Protection of Personal Information Act.