

PRIVACY POLICY

Effitech (Pty) Ltd

Website: <https://effitech.co.za>

Republic of South Africa

Last Updated: 27 February 2026

1. Introduction

This Privacy Policy explains how **Effitech (Pty) Ltd** (“Effitech”, “we”, “us”, or “our”) collects, uses, discloses, and protects personal information in accordance with the **Protection of Personal Information Act (“POPIA”)**.

By accessing our website or using our services, you consent to the processing of your personal information as described in this Privacy Policy.

2. Responsible Party

Effitech (Pty) Ltd is the “Responsible Party” as defined in POPIA.

Contact details:

Email: info@effitech.co.za

Website: <https://effitech.co.za>

3. Personal Information We Collect

We may collect and process the following categories of personal information:

3.1 Information You Provide

Full name
Company name
Contact details (email, phone number)
Billing information
Job title
Support queries and communications

3.2 Information Collected Automatically

IP address
Browser type and device information
Website usage data
Cookies and tracking technologies

3.3 Client Data

Where we provide managed IT services, we may process personal information on behalf of our clients. In such cases:

The client is the Responsible Party.
Effitech acts as an “Operator” as defined under POPIA.

4. Lawful Basis for Processing

We process personal information where:

It is necessary to perform a contract;
We comply with a legal obligation;
You have provided consent;

It is necessary for legitimate business interests.

5. Purpose of Processing

We process personal information for:

- Providing managed IT and support services
- Client onboarding and account management
- Billing and financial administration
- Technical support and troubleshooting
- Security monitoring and fraud prevention
- Compliance with legal obligations
- Improving our website and services

We will not process personal information for purposes incompatible with the original purpose of collection.

6. Cookies and Website Tracking

Our website may use cookies to:

- Improve user experience
- Analyse website traffic
- Enhance functionality

Users may disable cookies in their browser settings; however, some website features may not function correctly.

7. Sharing of Personal Information

We may share personal information with:

Cloud hosting providers

Software vendors

Payment processors

Legal and accounting advisors

Regulatory authorities (where required by law)

All third parties are required to implement appropriate data protection safeguards.

We do not sell personal information.

8. Cross-Border Transfers

Personal information may be transferred outside South Africa where:

Cloud services are hosted internationally;

Service providers operate in foreign jurisdictions.

Where such transfers occur, we ensure:

Adequate levels of data protection; or

Contractual safeguards consistent with POPIA.

9. Information Security

Effitech implements appropriate, reasonable technical and organisational measures to protect personal information, including:

- Firewalls and network security controls
- Access control and authentication measures
- Encryption where appropriate
- Secure data storage practices
- Employee confidentiality agreements

In the event of a data breach, we will notify affected parties and the Information Regulator where required.

10. Data Retention

We retain personal information:

- For as long as necessary to fulfil the purpose collected;
- As required by law (e.g., financial records);
- As required under contractual obligations.

Thereafter, information is securely deleted or anonymised.

11. Your Rights Under POPIA

Under POPIA, you have the right to:

- Access your personal information
- Request correction or deletion
- Object to processing
- Withdraw consent (where processing is based on consent)
- Lodge a complaint with the Information Regulator

Requests may be submitted to: info@effitech.co.za

12. Direct Marketing

We will only send marketing communications where:

You have consented; or

You are an existing client and have not opted out.

You may unsubscribe at any time using the link provided in communications or by contacting us.

13. Children's Information

Our services are not directed at individuals under the age of 18. We do not knowingly collect personal information from minors.

14. Information Officer

In accordance with POPIA, Effitech has appointed an Information Officer.

Information Officer Contact:

Email: Martin Engelbrecht

15. Complaints

If you believe your personal information has been processed unlawfully, you may lodge a complaint with:

The Information Regulator (South Africa)

Website: <https://www.justice.gov.za/inforeg/>

We encourage you to first contact us so we can resolve the issue.

16. Updates to This Privacy Policy

We may update this Privacy Policy from time to time. Updated versions will be published on our website with a revised “Last Updated” date.

Contact Us

If you have any questions about this Privacy Policy or how we process personal information, please contact:

Effitech (Pty) Ltd

Email: info@effitech.co.za

Website: <https://effitech.co.za>