

PRIVACY NOTICE

We may update this Privacy Notice from time to time. Where appropriate, changes will be communicated to you via email or other means.

1. INTRODUCTION

The Compliance Fairies provides compliance administration services to Financial Service Providers (FSPs) who need assistance with managing their compliance documentation.

This Privacy Notice explains how The Compliance Fairies collects, uses, and protects the personal information of individuals employed by or representing our suppliers, vendors, and clients. This includes information shared with us during the provision or receipt of services and while negotiating or executing related agreements.

We act as a Responsible Party in terms of the Protection of Personal Information Act, 4 of 2013 (POPIA), and are committed to processing your personal information lawfully and responsibly.

2. PERSONAL INFORMATION WE COLLECT

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

- Contact Information: Name, job title, business email address, phone number, and physical work address.
- Professional Information: Employer name, department, role, and work responsibilities.
- Communication Records: Emails and other correspondence exchanged with our team.
- Transaction Information: Details about products or services provided or received, including contract and billing details.
- IT Information: IP address, login information, device type, and access logs to our systems (where applicable).

3. HOW WE USE YOUR PERSONAL INFORMATION

We use your information to:

- Manage our contractual relationship with your organisation.
- Communicate with you regarding operational and service matters.
- Meet our legal and regulatory obligations under POPIA and other legislation.
- Manage internal operations such as record-keeping, accounting, and compliance monitoring.
- Protect our systems, infrastructure, and data through appropriate security measures.
- Resolve disputes, exercise our rights, or defend legal claims.

4. LEGAL BASIS FOR PROCESSING

We process your personal information on the following legal grounds:

- Performance of a contract – where processing is necessary for the fulfilment of an agreement with your employer.
- Compliance with the law – where required under POPIA or other South African laws.
- Legitimate interest – for the proper and lawful running of our business, ensuring effective service delivery, and securing our systems and data.

5. SECURITY SAFEGUARDS

We implement reasonable and appropriate technical and organisational measures to secure the integrity and confidentiality of your personal information and to prevent loss, damage, unauthorised access, or misuse.

6. INFORMATION SHARING AND DISCLOSURE

We may share your information with:

- Service providers that support our IT, compliance, communications, and legal functions.
- Affiliates or subsidiaries for operational purposes.
- Regulatory bodies or law enforcement authorities when required by law.
- Legal and professional advisors including attorneys, auditors, and consultants.
- Potential acquirers or investors in the case of a business sale or restructuring.

7. TRANSFERS OF PERSONAL INFORMATION

Where personal information is transferred outside of South Africa, we ensure that appropriate legal safeguards are in place, including agreements that provide adequate data protection in line with POPIA.

8. RETENTION OF INFORMATION

We retain your personal information for as long as necessary to fulfil the purposes outlined in this notice or as required by applicable legislation, including the Companies Act and tax laws.

9. YOUR RIGHTS UNDER POPIA

You have the following rights regarding your personal information:

-  To be informed about how your data is being used.
-  To request access to your information.
-  To request the correction or deletion of inaccurate, irrelevant, or excessive data.
-  To object to or restrict the processing of your data.
-  To withdraw your consent, where processing is based on consent.
-  To lodge a complaint with the Information Regulator at [\[https://www.justice.gov.za/infoereg/\]](https://www.justice.gov.za/infoereg/).

10. CONTACT US

If you have any questions, concerns, or requests related to your personal information, please contact our Information Officer:

The Compliance Fairies



Email: Paulette@legal1.co.za



Phone: 012 9987938