



Document Ref

IG-LEGAL-POPIA

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# POPIA Compliance & Data Protection

ISOGuardian is committed to protecting your personal information in accordance with the Protection of Personal Information Act (POPIA), 2013.

## Information We Collect

**Account Information:** Name, email, company name, role

**Compliance Data:** Documents, NCRs, audit records, compliance scores

**Usage Data:** Login times, feature usage (for service improvement)

## How We Protect Your Data

### 256-bit Encryption

All data transmitted and stored is encrypted using industry-standard AES-256 encryption.

### Multi-Tenant Isolation

Your company's data is completely isolated through database-enforced Row Level Security. Other companies cannot access your information.

### Secure Data Centres

Data hosted in EU (London) on Supabase infrastructure with SOC 2 Type II certification.

### Role-Based Access Control

Only authorised users within your company can access specific data based on their assigned role.

## Your Rights Under POPIA

- Right to Access — Request a copy of all your personal data
- Right to Correction — Update or correct inaccurate information
- Right to Deletion — Request permanent deletion of your data
- Right to Data Portability — Export your data in machine-readable format
- Right to Object — Object to processing of your personal information

## Data Retention

- Active accounts: Duration of subscription + 30 days
- Compliance records: As required by ISO standards (typically 3 years)
- After account closure: 30 days grace period, then permanent deletion

## Third-Party Services

**Supabase (Database & Auth):** EU servers, SOC 2 Type II certified

**Vercel (Hosting):** Global CDN, ISO 27001 certified

We do not sell, rent, or share your data with third parties for marketing purposes.

## Contact Information Officer

**Information Officer:** Tyreece Kruger

Email: support@isoguardian.co.za | Response Time: Within 30 days as required by POPIA

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