

PRIVACY POLICY
ISOGuardian (Pty) Ltd
Last Updated: January 2026

1. Introduction

Welcome to ISOGuardian (Pty) Ltd (“we”, “us”, “our”). We are committed to protecting your privacy and handling personal information responsibly in accordance with the Protection of Personal Information Act, 2013 (POPIA) and other applicable South African laws.

This Privacy Policy explains how we collect, use, store, share, and protect personal information when you:

- Visit our website (www.isoguardian.co.za),
- Create an account,
- Upload ISO-related compliance documents, or
- Engage our AI-powered ISO advisory and compliance services.

By using our website or services, you agree to the practices described in this policy.

2. Information We Collect

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

- Identity Data : Name, surname, job title, company name
- Contact Data : Email address, telephone number, physical address
- Business / Compliance Data : Company registration number, VAT number, ISO-related documentation (e.g., policies, procedures, audit reports, training records, risk assessments)
- Special Personal Information : Certain uploaded ISO compliance documents may incidentally contain special personal information as defined in POPIA Section 26, such as information relating to health, safety incidents, disabilities, medical conditions, or similar sensitive categories.
- Technical / Usage Data : IP address, browser type/version, device information, pages visited, time spent on site, referral sources, and other analytics data collected via cookies or similar technologies.

We do not intentionally collect more personal information than is necessary for the purposes described below.

3. How We Collect Your Information

We collect personal information through:

- Direct interactions : When you fill in forms, sign up for an account, request a quote, contact support, or communicate with us via email/phone.
- Service usage : When you upload ISO compliance documents or use our AI advisory features.
- Automated technologies : Cookies, server logs, and analytics tools (e.g., Google Analytics) when you visit our website.
- Third parties : Limited data from payment processors or identity verification services (if applicable).

4. Purpose and Lawful Basis for Processing

We process personal information for the following purposes and on the following lawful bases:

- Provide AI-powered ISO compliance advisory services
 - Lawful basis: Performance of a contract / Legitimate interest
 - Applies to special personal information? Yes (where necessary for the service)
- Manage user accounts, support, and communications
 - Lawful basis: Performance of a contract
 - Applies to special personal information? No
- Analyse uploaded compliance documents and generate advice
 - Lawful basis: Performance of a contract / Legitimate interest
 - Applies to special personal information? Yes (only when strictly necessary)

- Comply with legal, tax, regulatory, and ISO-related obligations
 - Lawful basis: Legal obligation
 - Applies to special personal information? Yes (if required by law)
- Improve website functionality, security, and user experience
 - Lawful basis: Legitimate interest
 - Applies to special personal information? No
- Send service updates, newsletters, or marketing (with opt-out)
 - Lawful basis: Consent (for direct marketing)
 - Applies to special personal information? No

Special Personal Information (e.g., health or safety data in ISO documents) is only processed where:

- It is strictly necessary for the provision of our ISO advisory services,
- It falls under a Section 27 exception of POPIA (e.g., necessary to comply with legal obligations, defend legal rights, or where you have given explicit consent), and
- Appropriate safeguards are applied (minimisation, encryption, restricted access).

5. Information Sharing

We do **not** sell personal information.

We may share your information with:

- Third-party service providers (operators) — e.g., secure cloud storage (Supabase – EU regions), payment processors, analytics providers — under written data processing agreements that include appropriate safeguards (e.g., Standard Contractual Clauses for transborder flows).
- Regulatory authorities, law enforcement, or courts — when required or permitted by South African law.
- Professional advisers : e.g., accountants, lawyers, insurers — where necessary for our legitimate interests or legal obligations.

6. Transborder Flows

Some of our service providers (e.g., Supabase) are located outside South Africa (primarily EU regions). We ensure adequate protection for any transborder transfer through:

- Binding operator agreements, and
- Standard Contractual Clauses or other approved mechanisms recognised under POPIA.

7. Data Security

We implement reasonable and appropriate technical and organisational measures to protect personal information, including:

- Encryption of data at rest (AES-256) and in transit (TLS)
- Row Level Security and role-based access controls in our database
- Regular security monitoring and logging
- Breach detection and notification procedures (we will notify you and the Information Regulator where required by POPIA)

No method of transmission or storage is 100% secure, but we strive to maintain commercially acceptable safeguards.

8. Data Retention

We retain personal information only for as long as necessary to fulfil the purposes outlined in this policy, or as required by law (e.g., 5 years for tax records). Uploaded documents and related data are typically retained for the duration of your active engagement + a reasonable post-termination period, after which they are deleted or anonymised unless legal retention applies.

9. Your Rights Under POPIA

You have the following rights (subject to verification and any applicable exceptions):

- Access : Request a copy of the personal information we hold about you
- Correction : Request rectification of inaccurate/incomplete data
- Deletion : Request erasure where we no longer need it (subject to legal retention obligations)
- Restriction : Request restriction of processing in certain circumstances
- Objection : Object to processing based on legitimate interest (including direct marketing)
- Withdraw consent : Where processing relies on consent
- Lodge a complaint : With the Information Regulator (info regulator.org.za)

To exercise any right, contact our Information Officer (details below).

10. Cookies and Similar Technologies

We use cookies and similar technologies to enhance your experience. You can manage preferences via our cookie banner or browser settings. For details, see our Cookie Policy (or section in this policy if combined).

11. Changes to This Policy

We may update this Privacy Policy from time to time. Material changes will be notified via email (if we have your contact) or a prominent notice on the website. Continued use after changes constitutes acceptance.

12. Contact Us

Information Officer

Tyreece Kruger

ISOGuardian (Pty) Ltd

Email: krugertreece@gmail.com

Telephone: 071 606 0250

Physical / Postal address: 1 Goodwood Avenue, Comet, Boksburg, Gauteng, 1459

If you have any questions, concerns, or wish to exercise your rights, please contact us.

Effective Date: January 2026