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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. 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 role.

Your Rights Under POPIA

- Right to Access: Request a copy of all your data
- Right to Correction: Update incorrect 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 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

For any data protection queries or to exercise your rights:

Information Officer: Tyreece Kruger

Email: support@isoguardian.co.za

Response Time: Within 30 days as required by POPIA