

Privacy Notice

Last Updated: 1 September 2024

Fullstream Business Services (Pty) Ltd is committed to protecting your privacy and ensuring that your personal information is collected, used, and processed lawfully, fairly, and transparently in accordance with the Protection of Personal Information Act (POPIA) of South Africa. This privacy notice explains how we collect, use, store, and protect your personal information.

Personal Information We Collect

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

- **Identification Information:** Name, surname, identity number, passport number.
- **Contact Information:** Email address, phone number, postal address.
- **Other Information:** Any other personal information you provide voluntarily through forms on our website or through email correspondence.

Purpose of Collection

We collect personal information for the following purposes:

- To provide and maintain our services.
- To communicate with you, respond to queries, and provide information about our services.
- To improve user experience on our website.
- To comply with legal obligations and regulations.
- For marketing purposes, subject to obtaining your consent where necessary.

How We Use Your Personal Information

We use your personal information in a manner that is consistent with the purpose for which it was collected, including:

- Processing transactions and providing the services you have requested.
- Keeping records of our interactions with you.
- Sending marketing communications, newsletters, and promotional offers (you may opt out at any time).
- Monitoring website performance and improving the content and functionality of our site.

How We Share Your Personal Information

We do not sell, rent, or trade your personal information. However, we may share your personal information with:

- Service providers or third parties who assist in providing services to you or support our business operations (e.g., IT service providers, hosting providers).
- Legal authorities or regulators, when required by law or to protect our legal rights.

Your Rights

In accordance with POPIA, you have the following rights regarding your personal information:

- **Access:** You have the right to request a copy of the personal information we hold about you.
- **Correction:** You may request that we correct any inaccurate or incomplete information.
- **Erasure:** You may request that we delete your personal information in certain circumstances.
- **Objection:** You have the right to object to the processing of your personal information for direct marketing purposes.
- **Withdrawal of Consent:** Where consent is required, you can withdraw your consent to the processing of your personal information at any time.

Security of Personal Information

We take reasonable measures to protect your personal information from unauthorized access, loss, alteration, or destruction. Our security measures include encryption, access control, and regular security assessments.

Retention of Personal Information

We will retain your personal information only for as long as is necessary to fulfill the purposes for which it was collected or to comply with legal requirements.

Changes to This Privacy Notice

We may update this privacy notice from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on this page, and we encourage you to review this notice periodically.

Contact Us

If you have any questions or concerns about this privacy notice or how we handle your personal information, please contact us at:

Fullstream Business Services (Pty) Ltd

13 Polo Crescent, Woodmead Office Park, Johannesburg

Email: info@fbsconsult.com

Phone: 011 258 8899