

# Privacy Policy for RavCom

**Last Updated: 13 August 2025**

RavCom is committed to protecting the privacy and personal information of our users in compliance with the Protection of Personal Information Act 4 of 2013 (POPIA) and other applicable South African laws. This Privacy Policy outlines how we collect, use, store, process, and protect your personal information when you visit our website, engage with our services, or interact with us. By using our website or services, you consent to the practices described in this policy.

## 1. Definitions

- **Personal Information:** Information relating to an identifiable, living natural person or juristic person, as defined by POPIA, including but not limited to names, contact details, identification numbers, and online identifiers.
- **Data Subject:** The person to whom the personal information relates (i.e., you, the user).
- **Operator:** A third party that processes personal information on behalf of RavCom.
- **Responsible Party:** RavCom, the entity determining the purpose and means of processing personal information.

## 2. Information We Collect

We may collect the following types of personal information:

### a. Information You Provide

- **Contact Information:** Name, email address, phone number, or postal address when you fill out forms, request services, or contact us.
- **Account Information:** Username, password, and other details when you create an account or register for our services.
- **Payment Information:** Billing details, such as bank account or credit card information, when you make payments for services.
- **Correspondence:** Information provided when you communicate with us via email, phone, or other channels.

### b. Information Collected Automatically

- **Usage Data:** Information about how you interact with our website, such as IP address, browser type, device information, pages visited, and time spent on the site.
- **Cookies and Tracking Technologies:** We use cookies, web beacons, and similar technologies to enhance your experience, analyse website performance, and deliver personalized content. You can manage cookie preferences through your browser settings.
- **Log Data:** Server logs that record activities such as access times, pages viewed, and any errors encountered.

### c. Information from Third Parties

- We may receive personal information from third parties, such as business partners or service providers, where you have consented to such sharing or where permitted by law.

### 3. Purpose of Collection and Processing

We collect and process personal information for the following purposes:

- To provide, maintain, and improve our services, including website functionality and user experience.
- To process transactions, deliver services, and fulfil contractual obligations.
- To communicate with you, including responding to inquiries, sending service updates, or providing customer support.
- To send marketing and promotional materials, where you have provided consent or where permitted by law.
- To analyse website usage and improve our offerings through aggregated and anonymized data.
- To comply with legal obligations, such as tax reporting or responding to lawful requests from authorities.
- To protect the security and integrity of our website and services, including detecting and preventing fraud.

### 4. Legal Basis for Processing

We process personal information in accordance with POPIA and other applicable laws, based on:

- **Consent:** Where you have given explicit consent for specific processing activities, such as receiving marketing communications.
- **Contractual Necessity:** Where processing is necessary to fulfil a contract with you, such as delivering services.
- **Legal Obligation:** Where required to comply with South African laws or regulations.
- **Legitimate Interests:** Where processing is necessary for our legitimate interests, such as improving our website or ensuring its security, provided these interests do not override your rights.

### 5. Sharing of Personal Information

We may share your personal information with:

- **Service Providers:** Third-party operators (e.g., payment processors, hosting providers, or analytics services) who process data on our behalf under strict confidentiality agreements.
- **Business Partners:** Where necessary to provide joint services or with your consent for marketing purposes.

- **Legal Authorities:** When required by law, such as in response to a court order or regulatory request.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your personal information may be transferred to a third party, with appropriate safeguards in place.

We do not sell or rent your personal information to third parties for their own marketing purposes.

## 6. Cross-Border Data Transfers

If personal information is transferred outside South Africa (e.g., to international service providers), we ensure compliance with POPIA by:

- Transferring data only to countries with adequate data protection laws; or
- Entering into agreements with recipients to ensure equivalent protection of your personal information.

## 7. Data Security

We implement appropriate technical and organizational measures to protect your personal information, including:

- Encryption of sensitive data during transmission and storage.
- Access controls to limit who can view or process your information.
- Regular security assessments and updates to safeguard against unauthorized access, loss, or misuse.

However, no system is completely secure, and we cannot guarantee absolute security. You are responsible for maintaining the confidentiality of your account credentials.

## 8. Your Rights Under POPIA

As a data subject, you have the following rights:

- **Access:** Request confirmation of whether we process your personal information and access to that information.
- **Correction:** Request correction of inaccurate or incomplete personal information.
- **Deletion:** Request deletion of personal information, subject to legal retention obligations.
- **Objection:** Object to the processing of your personal information for specific purposes, such as direct marketing.
- **Restriction:** Request restriction of processing under certain circumstances.
- **Data Portability:** Request your personal information in a structured, commonly used format.
- **Withdraw Consent:** Withdraw consent for processing where consent was the basis, without affecting prior lawful processing.

To exercise these rights, contact our Information Officer (details below). We will respond within a reasonable time, as required by POPIA.

## 9. Retention of Personal Information

We retain personal information only for as long as necessary to fulfill the purposes outlined in this policy or to comply with legal obligations. For example:

- Transactional data may be retained for tax or accounting purposes as required by South African law.
- Marketing data will be retained until you withdraw consent or opt out.
- Usage data may be retained in anonymized form for analytics purposes.

When personal information is no longer needed, we securely delete or anonymize it.

## 10. Cookies and Tracking Technologies

Our website uses cookies to enhance functionality and user experience. Cookies may include:

- **Essential Cookies:** Necessary for the website to function, such as maintaining user sessions.
- **Analytics Cookies:** Used to analyze website performance and user behavior.
- **Marketing Cookies:** Used to deliver personalized advertisements, with your consent.

You can disable cookies through your browser settings, but this may affect website functionality. For more details, refer to our Cookie Policy (available on our website).

## 11. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these sites. We encourage you to review the privacy policies of any third-party sites you visit.

## 12. Children's Privacy

Our services are not directed at individuals under the age of 18. We do not knowingly collect personal information from children. If we become aware that a child has provided personal information, we will take steps to delete it.

## 13. Updates to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The updated policy will be posted on our website with the "Last Updated" date. We encourage you to review this policy periodically.

## 14. Contact Us

If you have questions, concerns, or wish to exercise your rights under POPIA, please contact our Information Officer:

**Information Officer:** R Jansen

**Email:** [rich1base@gmail.com](mailto:rich1base@gmail.com)

**Phone:** +27 76 043 9690

**Postal Address:** 54 Elephant Road, Monument Park, Pretoria.

You may also lodge a complaint with the Information Regulator of South Africa:

**Email:** [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

**Website:** <https://www.justice.gov.za/infoereg/>

## **15. Governing Law**

This Privacy Policy is governed by the laws of South Africa. Any disputes arising from this policy will be subject to the jurisdiction of South African courts.

By using our website or services, you acknowledge that you have read, understood, and agree to be bound by this Privacy Policy.