



# Privacy Policy



Wahl2Wahl

Professional Accountants (SA)

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# Privacy Policy

## 1. Introduction

- 1.1.** Wahl2Wahl Accounting CC (“Wahl2Wahl”, “us”, “our” or “we”) is committed to keeping your data safe and understand the sensitive nature of the information you provide.
- 1.2.** This privacy policy explains how we collect, handle, store, protect and use your personal Information in the following cases.
  - We provide professional services to you, our clients.
  - Use of our website.
  - Perform any other activities that form part of the operation of our business
- 1.3.** Any personal information processed by us is processed in accordance with the provisions of the Protection of Personal Information. (“POPIA”).
- 1.4.** By making use of any or our services you are agreeing to the use of your information as described in this Privacy Statement. Please note that the other linked websites contained within [wahl2wahl.co.za](http://wahl2wahl.co.za) are provided by other entities and are not provided by us. Such websites are not governed by this Privacy Statement. We encourage visitors to review each of these other website's privacy statements before disclosing any personal information.

## **2. The information we collect:**

### **2.1. Information collected to provide professional services to our clients:**

- 2.1.1.** We collect and process your personal information as is required as part of our service deliverables as well as to contact you for the purposes of understanding your requirements and delivering services accordingly.

We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

The types of personal information we may collect or be provided with include, but are not limited to:

- personal details: name; and photograph;
- details: name; and photograph;
- demographic information: gender; date of birth / age; nationality; salutation; title; and language preferences;
- identifier information: passport or national identity number; utility provider details; bank statements; tenancy agreements;
- employment records;
- financial records;
- complaint details.

We also collect personal information (such as contact details and account details) from suppliers, contractors and third-party service providers that we engage to help us operate our business.

### **2.2. Information we collect via this Website**

- 2.2.1.** Website usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information

### **2.3. Children's privacy protection**

- 2.3.1.** We understand the importance of protecting children's privacy in the interactive online world. This Website is not designed for or intentionally targeted at children 18 years of age or younger. It is not our policy to intentionally collect or maintain information about anyone under the age of 18.

### **3. How do we use your personal information**

**3.1.** We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes.

- To gather contact information;
- To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;
- Marketing of our services

Where we are legally required to obtain your explicit consent to provide you with certain marketing materials, we will only provide you with such marketing materials where we have obtained such consent from you. If you do not want to continue receiving any marketing materials from us, you can unsubscribe from the Communication.

### **4. Disclosure of information to third parties**

**4.1.** We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect our rights.

### **5. Blogs, forums, wikis and other social media**

**5.1.** This Website may host various blogs, forums, wikis, and other social media applications or services that allow you to share content with other users (collectively “Social Media Applications”). Any personal information or other information that you contribute to any Social Media Application can be read, collected, and used by other users of that Social Media Application over whom we have little or no control.

Therefore, we are not responsible for any other user’s use, misuse, or misappropriation of any personal information or other information that you contribute to any Social Media Application.

**6. Sell of information**

- 6.1.** We do not sell your personal information.

**7. Do not track**

- 7.1.** Please note that we do not alter our Site's data collection and use practices when we see a Do Not Track signal from your browser.

**8. Information security**

- 8.1.** We have in place reasonable commercial standards of technology and operational security to protect all information provided by visitors via this Website from unauthorized access, disclosure, alteration, or destruction.

**9. Reviewing or changing your information**

- 9.1.** In order to ensure that the information we maintain is accurate, we give users the option to change or modify their information previously provided. If you would like to change your information currently in our database, please contact us.

We are not responsible for updating information contained in third party lists or databases.

**10. Information retention**

- 10.1.** We shall only retain and store Personal Information for the period for which the data is required to serve its primary purpose or a legitimate interest or for the period required to comply with an applicable legal requirement, whichever is longer.

**11. Your rights**

- 11.1.** You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers/addresses as provided on our website and specify what information you require. We will need a copy of your ID document to confirm your identity before providing details of your personal information.

Please note that any such access request may be subject to a payment of a legally allowable fee.

**12. How to contact us**

- 12.1.** If you have any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us at the numbers/addresses listed on our website.

**13. Changes to this Privacy Notice**

- 13.1.** We may modify or amend this Privacy Statement from time to time at our discretion.