

GOLDEN LOGIC TECH SOLUTIONS (PTY) LTD — POPIA PRIVACY POLICY

1. INTRODUCTION

Golden Logic Tech Solutions (Pty) Ltd ("we", "us", "our") is committed to processing and protecting your personal information in accordance with the Protection of Personal Information Act, No. 4 of 2013 ("POPIA") and the Electronic Communications and Transactions Act, No. 25 of 2002 ("ECTA"). This policy outlines how we collect, use, disclose, and secure your personal data when you use our website, subscribe to hosting, purchase hardware or software, request custom printing, or utilize remote technical support.

2. INFORMATION WE COLLECT

As a Responsible Party, we collect personal and business information necessary to fulfill our service offerings:

- **Identity & Contact Data:** Name, business name, billing address, email address, and contact numbers.
- **Billing & Financial Data:** Invoicing details, transaction history, and payment confirmations via Payfast or direct EFT. *(Note: Card details are securely processed directly by Payfast and are never stored on our servers.)*
- **Technical & Infrastructure Data:** domain registration metadata, server logs, and remote assistance connection details during IT support sessions.
- **Production Data:** Files, artwork, logos, and custom text supplied for printing, rubber stamps, laser engraving, or web design projects.

3. PURPOSE OF PROCESSING

We process your personal information strictly for legitimate business and legal purposes, including:

- Provisioning and maintaining web hosting, domain registrations, and cloud services.
- Issuing and registering software licenses (e.g., Microsoft Office, Trend Micro).
- Processing orders, manufacturing custom print jobs, and arranging courier delivery for physical hardware.
- Connecting to workstations/servers via remote desktop tools to render technical IT support.
- Managing accounts, billing and Payfast automated recurring subscriptions
- Communicating service updates, renewal reminders, technical notices, and system alerts.

4. DISCLOSURE TO THIRD-PARTY OPERATORS

We do not sell, rent, or trade your personal information. We share data only with authorized Operators and third parties necessary for service delivery:

- **Payment Gateways:** Payfast (Pty) Ltd for secure payment processing and subscription billing.
- **Domain Registries & Registrars:** ZADNA and ICANN-accredited registrars for domain name registration and WHOIS compliance.
- **Software Vendors & Distributors:** Microsoft, Trend Micro, and wholesale distribution partners for license assignment.
- **Logistics & Couriers:** Third-party courier providers for hardware and print deliveries.
- **Legal Obligations:** Statutory authorities or law enforcement when required by South African law.

5. DATA SECURITY & SAFEGUARDS

We implement appropriate technical and organizational safeguards to prevent unauthorized access, loss, or misuse of your personal information:

- SSL/TLS encryption across all website and client portal traffic.
- Password-protected administrative access and encrypted server backups.
- Secure session tokens and access management during remote technical assistance.
- Restricting staff access to personal data strictly on a need-to-know basis.

6. DATA RETENTION

Personal information is retained only as long as necessary to fulfill the purpose for which it was collected or as required by applicable South African legislation (e.g., South African Revenue Service requirement to retain financial records for 5 years).

7. YOUR RIGHTS AS A DATA SUBJECT

Under POPIA, you have the right to:

- **Access & Rectification:** Request access to your personal data or request corrections to outdated or inaccurate information.
- **Objection & Deletion:** Object to the processing of your data or request deletion of personal information, subject to statutory retention obligations.
- **Direct Marketing:** Opt out of direct marketing or promotional communications at any time.

8. COOKIES & ANALYTICS

Our website utilizes standard session cookies to ensure essential website functionality, secure client portal logins, and improve user navigation. You may adjust browser settings to reject cookies, though certain portal functions may be limited.

9. CONTACT DETAILS

For any POPIA queries, data access requests, or privacy concerns, please contact our administrative office:

- **Entity:** Golden Logic Tech Solutions (Pty) Ltd
- **Email:** webmaster@goldenlogic.co.za