



Tlotlomadi POPIA Privacy Policy

1. Introduction

At **Tlotlomadi Accountants and Tax Practitioners (Pty) Ltd**, your privacy matters. As a registered accounting and tax firm, we are committed to safeguarding the personal information you share with us. This policy explains how we collect, use, store, and protect your data, in line with the **Protection of Personal Information Act (POPIA), No. 4 of 2013**.

By using our services or interacting with us, you agree to the terms outlined here.

2. Why We Process Personal Information

We collect and process personal information to:

- Provide professional services in accounting, tax, payroll, and business compliance
- Identify and verify clients
- Communicate regarding services, appointments, or billing
- Meet our legal, tax, and compliance obligations
- Submit data to SARS, CIPC, COIDA, UIF, etc.
- Manage payments, invoicing, and client administration

3. What Personal Information We Collect

Depending on your interaction with us, we may collect:

- Full name, ID number or company registration number
- Contact details: email, phone number, and address
- Tax reference number, financial records, salary information
- Supporting documentation or files shared with us
- Any information required by law or to deliver our services

4. Who We Share Your Information With

We will never sell your information. We may share data only when necessary, and only with:

- Government and regulatory bodies like SARS, CIPC, or the Department of Labour
- Subcontractors or cloud service providers (under strict confidentiality agreements)
- Our professional advisors, if legally or contractually required

Every party we work with is expected to uphold the same data protection standards.



5. Cross-Border Data Transfers

Your data may be processed on **secure cloud platforms hosted outside South Africa**. When this occurs, we ensure it's protected and compliant with POPIA through appropriate safeguards.

6. Security Measures

We take reasonable steps to ensure your personal information is:

- Stored securely and confidentially
- Protected from unauthorised access or disclosure
- Backed by password protection, encryption, and secure digital platforms

Only authorised staff and service providers have access.

7. Retention of Personal Information

We retain your personal data **only for as long as necessary** to fulfil its purpose, or as required by law, such as:

- SARS or CIPC record-keeping obligations
- Professional compliance requirements

Once no longer needed, your information is securely deleted or destroyed.

8. Your Rights

Under POPIA, you have the right to:

- Access the personal data we hold about you
- Correct or update your information
- Withdraw consent for data processing (where applicable)
- Object to processing under certain circumstances
- Request deletion, where legally allowed

To exercise any of these rights, please contact our Information Officer (see Section 10). We may request proof of identity for your protection.

9. Cookies & Website

We currently **do not use cookies or tracking technologies** on our website. Should this change, a cookie banner and updated notice will be made available in line with legal requirements.

10. Contact Details

For all privacy-related queries or requests, please contact our Information Officer:

Email: info@tlotlomadi.com

Phone: +27 65 951 3005

Offices:

- Sundowner, Randburg, South Africa
- Waterkloof Ridge, Pretoria, South Africa



10. Contact Details continued...

You may also contact the **Information Regulator of South Africa:**

Website:

www.justice.gov.za/inforeg

Email:

inforeg@justice.gov.za

Tel: 012 406 4818

11. Definition of Personal Information

Under POPIA, “personal information” includes but is not limited to:

- Names, ID numbers, and contact details
- Tax numbers or company registration information
- Employment, financial, or health records
- Correspondence or opinions shared with us
- Any data that identifies or can be linked to a person or entity

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