



PRIVACY POLICY

Last Updated: 15th May 2025

Skyetek (Pty) Ltd respects your privacy and is committed to protecting the personal information of our clients, their customers, and users of our services. This Privacy Policy explains how we collect, use, disclose, and safeguard your information in accordance with the **Protection of Personal Information Act (POPIA)** and other applicable privacy laws.

By using our services, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following types of personal information:

1.1 Information you provide directly:

- Name, surname, and contact details (email address, phone number)
- Company details
- ID numbers or registration numbers (where applicable)
- Login credentials and preferences
- Uploaded documents or certifications (e.g., RE, COB, qualifications)

1.2 Information collected automatically:

- IP address, browser type, and device information
- Usage logs and access history
- Cookies and similar technologies (for service functionality and analytics)

1.3 Information provided by third parties:

- Referrals or integrations (e.g., Astute, WhatsApp API, analytics)
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2. How We Use Your Information

We use personal information to:

- Provide and maintain our services (e.g., CRM, HR, Compliance)
- Communicate with users about system updates, support, and features
- Process payments and manage subscriptions
- Fulfil legal and compliance obligations (e.g., Fit and Proper tracking)

- Improve the quality and functionality of our platform
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3. Sharing Your Information

We do not sell personal information. However, we may share it with:

- **Third-party service providers** assisting in system hosting, support, or analytics
- **Regulatory bodies or legal authorities**, when required by law
- **Integrations** and plug-ins explicitly activated by you (e.g., Astute, WhatsApp)

All third parties are bound by confidentiality agreements and data protection standards.

4. Your Rights

Under POPIA, you have the right to:

- Access your personal information
- Correct or update your data
- Request deletion or object to processing (where applicable)
- Withdraw consent (if processing is based on consent)
- Lodge a complaint with the **Information Regulator of South Africa**

To exercise any of these rights, please contact us at info@skyetek.co.za.

5. Data Retention

We retain personal information only for as long as necessary to fulfil the purposes outlined in this policy, or as required by law. Once no longer needed, data is securely deleted or anonymised.

6. Security

We implement industry-standard security measures to protect your data from loss, misuse, unauthorized access, or disclosure. This includes encryption, secure access controls, and regular system reviews.

7. International Transfers

Where data is stored or processed outside of South Africa (e.g., cloud services), we ensure it is handled in compliance with applicable data protection laws and under appropriate data transfer agreements.

8. Cookies and Tracking

We use cookies and similar technologies to improve your experience and track usage of our services. You can manage or disable cookies through your browser settings.

9. Changes to This Policy

We may update this Privacy Policy from time to time. Any material changes will be communicated via email or platform notice. Continued use of our services after updates constitutes acceptance of the new terms.

10. Contact Us

If you have questions about this policy or how we handle your information, contact:

 info@skyetek.co.za

 www.skyetek.co.za