FEMMLOGIC (PTY) LTD

Privacy Policy (POPIA Compliance)

Effective Date: 01/07/2026

1. Introduction

Femmlogic (Pty) Ltd ("Femmlogic", "we", "our", or "us") is committed to protecting the privacy and personal information of our clients, prospective clients, suppliers, employees, and website visitors. This policy complies with the Protection of Personal Information Act, 4 of 2013 ("POPIA").

This Privacy Policy explains how we collect, process, store, protect, and disclose personal information while providing our services.

By engaging in our services, communicating with us, or using our website, you acknowledge that you have read and understood this Privacy Policy. We process your information primarily to fulfill our contractual obligations to you, or based on consent where consent is explicitly requested and required.

2. About Femmlogic

Femmlogic (Pty) Ltd provides professional digital business solutions, including but not limited to:

- Website hosting
- Domain registration and management
- Business email hosting and administration
- Website design and development
- Website maintenance and technical support
- Business administration support
- Digital marketing resources
- Social media page creation and setup
- Graphic design, branding, and infographic creation
- Business technology consulting and support

3. Information We Collect

Depending on the services requested, we may collect and process the following information. In accordance with POPIA, "Personal Information" refers to data belonging to both natural persons (individuals) and juristic persons (registered corporate entities, companies, and trusts).

Personal Information

- Full names
- Company or business name
- Identity or company registration number (where required)
- Job title or position
- Email address
- Telephone or mobile number
- Physical and postal address
- Billing and invoicing information

Business Information

- Website content
- Domain names
- Hosting account information
- Business email addresses
- Branding assets
- Logos
- Marketing materials
- Social media account details
- Business documents supplied to us for service delivery

Technical Information

- IP addresses
- Browser information
- Website usage information
- Server logs
- Device information
- Cookies and website analytics

4. Purpose of Processing Personal Information

We process personal information only where necessary to:

- Provide contracted services
- Register and manage domain names
- Configure and maintain website hosting
- Configure and support business email services
- Design, develop, and maintain websites
- Deliver digital marketing and branding services
- Provide technical support
- Communicate regarding projects
- Process quotations, invoices, and payments
- Improve our services
- Comply with legal and regulatory obligations
- Protect our legitimate business interests

We do not collect more information than is reasonably necessary for these purposes.

5. Lawful Basis for Processing

Femmlogic processes personal information only where authorised under POPIA, including where:

- The data subject has provided consent;
- Processing is necessary to fulfil a contract;
- Processing is required by law;
- Processing protects a legitimate interest of the client or Femmlogic; or
- Processing is necessary for the legitimate interests of Femmlogic, provided such interests do not override the rights of the data subject

6. Access to Client Systems and Operator Status

To provide our services effectively, authorised Femmlogic personnel require administrative or technical access to client systems. These systems may include website content management systems (CMS), hosting platforms, domain registrar accounts, and email mailboxes.

Where we handle, host, or store personal information on behalf of our clients' own customers, Femmlogic acts as an "Operator" under Section 1 of POPIA. As an Operator, we undertake to:

- Process such data strictly in accordance with the written instructions of our client (the Responsible Party).
- Maintain the strict technical and organisational security safeguards required under Section 19 of POPIA.
- Limit infrastructure and mailbox access purely to troubleshooting, migrations, configurations, or client-requested changes.

7. Confidentiality

Femmlogic recognises that we may gain access to confidential business and personal information belonging to our clients. This includes internal documentation, client databases, financial records, email communications, and business strategies.

All authorised Femmlogic personnel are bound by binding confidentiality obligations. We undertake that confidential information will remain strictly confidential, will not be disclosed to unauthorised parties, and will only be accessed to provide contracted services.

8. Sharing Personal Information

Femmlogic does not sell, lease, or trade personal information. Where necessary to provide our services, personal information may be shared with trusted third parties, including domain registrars, hosting providers, cloud service providers, and payment gateways. We ensure such third parties implement appropriate security measures and comply with POPIA.

9. Transborder Data Flows (Cross-Border Transfers)

Personal information and business data processed by Femmlogic may be stored, hosted, or transferred outside the borders of the Republic of South Africa. This typically occurs where website hosting servers, cloud infrastructure, secure remote backups, or core digital administration software tools are located internationally.

In strict compliance with Section 72 of POPIA, Femmlogic ensures that any international third-party infrastructure providers or data recipients are located in countries with adequate data privacy laws, or are bound by binding corporate rules or agreements that offer a level of data protection substantially similar to POPIA.

10. Information Security

Femmlogic implements reasonable technical and organisational safeguards designed to protect personal information against unauthorised access, loss, theft, misuse, or destruction. Security measures include access controls, secure authentication, password management, firewall protection, malware protection, and secure backups. While every reasonable effort is made, no electronic system can be guaranteed to be completely secure.

11. Data Retention

Personal information will only be retained for as long as reasonably necessary to deliver contracted services, comply with legal obligations, maintain financial records, or resolve legal disputes. When personal information is no longer required, it will be securely deleted, destroyed, or anonymised.

12. Your Rights Under POPIA

Subject to applicable legislation, you have the right to:

- Request access to your personal information;
- Request correction of inaccurate information;
- Request deletion of information where legally permissible;
- Object to certain processing activities;
- Withdraw consent where consent is the lawful basis for processing;
- Submit a complaint to the Information Regulator.

Requests should be submitted to our Information Officer.

13. Cookies and Website Analytics

Femmlogic's website uses cookies and analytics technologies to improve performance, enhance user experience, and monitor traffic. You may disable cookies through your browser settings, though certain website functionalities may be affected.

14. Data Breach Response

Should Femmlogic become aware of a security compromise or unauthorized access involving personal information under our control, we will investigate the incident promptly. Where required by Section 22 of POPIA, we will notify the Information Regulator and any affected data subjects as soon as reasonably possible after the discovery of the compromise. Official notifications to the Information Regulator will be executed via their authorized eServices Portal.

15. Complaints

If you believe that Femmlogic has processed your personal information unlawfully or contrary to this Privacy Policy, we encourage you to contact us so that we may attempt to resolve the matter. If you remain dissatisfied, you may lodge a complaint with the Information Regulator (South Africa).
The Information Regulator (South Africa):

- **Website:** inforegulator.org.za
- **Complaints Email:** POPIAComplaints@inforegulator.org.za

16. Changes to this Privacy Policy

Femmlogic reserves the right to amend this Privacy Policy from time to time in response to changes in legislation, technology, or our business operations.The most recent version will always be made available through our official communication channels and, where applicable, on our website.

17. Contact Details of the Information Officer

In terms of POPIA and the Promotion of Access to Information Act (PAIA), the contact details of our registered Information Officer are as follows:

- **Information Officer Name:** Chante Groenewald
- **Email Address:** info@femmlogic.co.za
- **Telephone Number:** 0846124464

18. Acceptance

By engaging Femmlogic's services, accessing our website, or providing us with personal information, you acknowledge that you have read and understood this Privacy Policy and agree to the processing of your personal information in accordance with POPIA and this Policy.