

## Privacy Policy – Self-Care Pause

Effective Date: 12 January 2026

### 1. Introduction and Purpose:

This Privacy Policy outlines how Self-Care Pause collects, uses, stores, and protects personal information in accordance with the Protection of Personal Information Act, No. 4 of 2013 (POPIA). The purpose is to ensure compliance with POPIA and to uphold the privacy rights of individuals whose information we process.

#### Definitions:

- "Personal Information": Any information that can identify a natural or juristic person, including but not limited to name, contact details, ID number, financial data, etc.
- "Data Subject": The individual or entity to whom the personal information relates.
- "Responsible Party": Self-Care Pause who determines the purpose and means for processing personal information.

#### Scope:

This policy applies to all departments, employees, contractors, and third parties who collect, use, or process personal information on behalf of Self-Care Pause.

### 2. Lawful Basis for Processing:

We process personal information on one or more of the following legal bases:

- Consent given by the data subject.
- Performance of a contract.
- Compliance with legal obligations.
- Legitimate interest of the company or third parties.

Consent will be obtained explicitly through our opt-in pages or in writing. Data subjects can withdraw consent at any time by contacting us.

### 3. Collection of Personal Information:

We collect the following personal information:

- Identity data (e.g., name, ID number)
- Contact data (e.g., email address, phone number)
- Demographic data

- Payment data

Collection Methods:

- Online forms on our website
- Direct communication (phone, email, social media)
- Event and webinar registrations

Purpose of Collection:

- To provide services and support
- To process transactions
- For communication and updates
- For direct marketing (with consent)

#### 4. Use and Sharing of Personal Information:

We use personal information solely for the purposes for which it was collected. It may be shared with:

- Service providers supporting our operations (under strict confidentiality)
- Regulatory bodies when required by law

If information is transferred outside South Africa, we ensure adequate protection consistent with POPIA requirements.

#### 5. Data Security:

We implement robust security measures to protect personal information, including:

- SSL encryption
- Role-based access control
- Secure servers and firewalls

In the event of a data breach, we will notify affected individuals and the Information Regulator as required by law.

#### 6. Data Subject Rights:

Under POPIA, data subjects have the right to:

- Access their personal information

- Request correction or deletion
- Object to processing
- Withdraw consent

To exercise these rights, contact us at [amo.ngoepe@gmail.com](mailto:amo.ngoepe@gmail.com). We will respond within the timeframes required by POPIA.

#### 7. Retention and Disposal:

We retain personal information for as long as necessary to fulfil the purposes for which it was collected, or as required by law. Once no longer needed, we securely dispose of personal data using data wiping or physical destruction methods.

#### 8. Direct Marketing:

We engage in direct marketing only with consent. Communications may include promotional emails, SMS, and updates. Data subjects may opt-out at any time by following the unsubscribe instructions or contacting us directly.

#### 9. Complaints:

If you believe your personal information has been mishandled, please contact us at [amo.ngoepe@gmail.com](mailto:amo.ngoepe@gmail.com). You may also lodge a complaint with the Information Regulator of South Africa:

Website: <https://inforegulator.org.za>

Email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

#### 10. Updates and Amendments:

This policy may be amended from time to time to reflect changes in law or our practices. Updates will be communicated via our website or email notices.

#### POPIA Disclaimer:

By submitting your personal information through our opt-in pages or any other means, you consent to its processing as outlined in this policy. You may withdraw consent or request changes to your personal data at any time.