

HEIN PRETORIUS REKENMEESTERS

PROTECTION OF PERSONAL INFORMATION AND PRIVACY POLICY

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1. PREAMBLE

- 1.1. Hein Pretorius Rekenmeesters (hereafter Hein Pretorius Rekenmeesters/the company) is an accounting firm in Potchefstroom, established in 1993. Hein Pretorius Rekenmeesters provides accounting services to companies and individuals employers, ranging for personal income tax to VAT, payroll, and registration of companies. The company strives to provide high quality professional service to all of their customers and adds a personal touch when dealing with their customers. They take pride in their work and focuses on strict confidentiality and integrity. Although their office is situated in Potchefstroom, the company provides accounting services to clients nationwide.
- 1.2. Hein Pretorius Rekenmeesters is obliged to comply with the Protection of Personal Information Act (hereafter 'POPIA').
- 1.3. POPIA requires the company to inform their clients as to how their personal information is used, disclosed, and destroyed.
- 1.4. We recognise that you care how information about you is used and shared and we appreciate your trust in us to do that carefully and sensibly.
- 1.5. Hein Pretorius Rekenmeesters guarantees its commitment to protect their clients' privacy and ensuring their personal information is used appropriately, transparently, securely, and in accordance with applicable laws.
- 1.6. This policy describes the types of personal information that we may collect about you, the purposes for which we use the information, the circumstances in which we may share the information and the steps that we take to safeguard the information to protect your privacy.
- 1.7. As used throughout this policy, the term 'The Company', 'us', or 'we' refers to Hein Pretorius Rekenmeesters.
- 1.8. By engaging with us, you are accepting and consenting to the practices described in this privacy policy.

2. PERSONAL INFORMATION

- 2.1. Any personal information provided to or gathered by the Company is controlled by us.
- 2.2. Our Head Office physical address, postal address, telephone, and electronic addresses are as follows:

Owner:	Hein Pretorius
2.2.1. POSTAL ADDRESS:	6 Stil Street, Potchefstroom, 2531
2.2.2. PHYSICAL ADDRESS:	6 Stil Street, Potchefstroom, 2531
2.2.3. TELEPHONE NUMBER:	018 297-5331/0997
2.2.4. E-MAIL ADDRESS:	admin@heinpretrek.co.za
2.2.5. WEBSITE:	www.heinpretrek.co.za

3. WHAT PERSONAL INFORMATION DO WE COLLECT?

- 3.1. As an accounting firm, the information we collect from you from any means may include:
 - 3.1.1. Personal information: your name, title, address, and contact information, that can include cell phone numbers, residential addresses and postal addresses, home language, race, nationality and sex, ID/passport number, date of birth, education level, preferred communication methods.
 - 3.1.2. We will not collect any special personal information. The term 'special personal information' in this context refers to information relating to your religious or philosophical beliefs, race, or ethnic origin, trade union membership, political opinions, health, sexual life, or criminal behaviour. We will ask you about disability to assist you with individual income tax submissions.

- 3.2. When you contact us by post, telephone, e-mail, or any other electronic communication such as WhatsApp, we collect, store, and use certain personal information (as indicated above) that you disclose to us.
- 3.3. If you contact us, we may keep a record of that correspondence.
- 3.4. We have agreements in place with all our suppliers, insurers, and third-party service providers to ensure there is a mutual understanding about the protection of clients' personal information.
- 3.5. Our suppliers are subject to the same regulations as we are.
- 3.6. For the purposes of this policy, clients may include potential and existing clients.

4. PERSONAL INFORMATION ABOUT CHILDREN

- 4.1. It may be possible that some of our clients are younger than 18. Children are not our target market, and we therefore do not knowingly collect personal information from children (under 18 years of age) without the permission of their parent/s or guardian/s.
- 4.2. As a parent or guardian, please respect this.

5. WHAT DO WE DO WITH PERSONAL INFORMATION COLLECTED FROM YOU?

- 5.1. We use personal information to provide the services associated with your specific needs.
- 5.2. We may also use the information to advertise products and services, to collect and process payments, and maintain accounts and records, to prevent crime and aid in the prosecution of offenders, and to administer and maintain client records.
- 5.3. In addition, we use this information, where applicable, to improve our customer services platform, prevent or detect fraud or abuses of our website and enable third parties to carry out technical, logistical, or other functions on our behalf.
- 5.4. The company retains the copyright in databases of personal information of our clients.
- 5.5. Should it become necessary, we will use your details to send you newsletters and promotions, and to conduct online surveys or surveys by telephone and other communications via e-mail, electronic messaging services, telephone, or post.
- 5.6. We will not engage in the practice of direct marketing by means of unsolicited electronic communications unless you are already a client or have given your consent to such processing.

6. CLIENTS

- 6.1. If you apply for employment at the company, we use the personal information you supply for Human Resources administration, i.e., to process your job application and for the processing of remuneration in our HR department.
- 6.2. Other than as set out in this privacy policy, we will not share your personal information with third parties for marketing or any other purposes without your consent, unless we are required to do so by law.
- 6.3. Currently, we are obliged to share information with SARS and the Department of Labour as required by law.

7. SAFEGUARDING INFORMATION

- 7.1. It is a requirement of POPIA to adequately protect the personal information we hold and to avoid unauthorised access and use of your personal information.
- 7.2. We will continuously review our security controls and processes to ensure that your personal information is secure.
- 7.3. When we contract with third parties, we impose appropriate security, privacy, and confidentiality obligations on them to ensure that your personal information is kept secure.

- 7.4. We maintain physical, electronic, and procedural safeguards in connection with the collection, storage, and disclosure of personally identifiable information.
- 7.5. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.
- 7.6. Employees and website users, where necessary, and whether applicable now or in the future, undertake not to use any username or passwords relating to any other person.

8. DOES THE COMPANY SHARE THE INFORMATION IT RECEIVES?

- 8.1. Information about our clients is an important part of our business and we do not sell it to others.
- 8.2. The company shares information only with other employers for employment and related purposes.
- 8.3. Also, in the unlikely event that the company or substantially all of its assets are acquired, personal information will of course be one of the transferred assets.

9. PROTECTION OF THE COMPANY AND OTHERS

- 9.1. We release accounts and other personal information when we believe that such a release is appropriate to comply with the law; enforce or apply our agreements; or to protect the rights, property, or safety of the company, our clients, or others.
- 9.2. This includes exchanging information with other companies or organisations for fraud protection and credit risk reduction. Obviously, however, this does not include selling, sharing, or otherwise disclosing personally identifiable information from clients for commercial purposes in a way that is contrary to the commitments made in this policy.
- 9.3. With your consent, other than as set out above, you will receive notice when information about you might go to third parties, and you will have an opportunity to choose not to share the information.

10. SHARED RECORDS

- 10.1. The company will in future only share records about you with your authorisation and with organisations that have the necessary written authorisation from you to obtain this information.

11. TRANSFER OF INFORMATION OUTSIDE THE BORDERS OF SOUTH AFRICA

- 11.1. We may need to transfer your personal information to another country for processing or storage when/as necessary.
- 11.2. We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

12. STORAGE OF DATA

- 12.1. We retain your personal data only for the period necessary for the purposes set out in this policy or in accordance with the provisions of any applicable legislation.

13. WHAT CHOICES DO I HAVE?

- 13.1. You have the right to request a copy of the personal information we hold about you or to object to the processing of personal information held about you.
- 13.2. To do this, contact us at the numbers/addresses listed earlier, and specify what information you would like.
- 13.3. We will take all reasonable steps to confirm your identity before providing details of your personal information.

- 13.4. You can always choose not to provide information.
- 13.5. If you do not want to receive e-mail or other electronic communications and mail from us, let us know in writing if you do not want to receive these offers.
- 13.6. However, please note, if you do not want to receive legal notices from us, such as this privacy policy, those notices will still govern your use of the company services and products, and it is your responsibility to review them for changes.
- 13.7. You have the right to ask us to update, correct, or delete your personal information and may do so by contacting us at the numbers/addresses listed earlier.
- 13.8. We would appreciate it if you would keep your personal information accurate.
- 13.9. Please update your information by contacting us at the numbers/addresses provided earlier whenever your details change.
- 13.10. Please note that we may amend this policy from time to time.

14. NOTICES AND REVISIONS

- 14.1. If you have any concern about privacy at the company, please e-mail us a thorough description and we will try to resolve the issue for you.
- 14.2. Our business changes constantly and our privacy policy and our website terms and conditions will also change from time to time.
- 14.3. We may e-mail periodic reminders of our notices and conditions, unless you have instructed us not to, but you should check our website frequently to see recent changes.
- 14.4. Unless stated otherwise, our current privacy policy applies to all information that we have about you.
- 14.5. However, we stand behind the promises we make and will never materially change our policies and practices to make them less protective of member information collected in the past without the consent of affected members.

15. CONTACT

- 15.1. Questions, comments, and requests regarding this privacy policy are welcomed and should be addressed to the contact person whose details are indicated earlier in this policy.