



PRIVACY POLICY

This Policy includes Lizana Business Services Proprietary Limited ("Lizana", the "Responsible Party")'s Data Protection and Information Security Policy.

LIZANA BUSINESS SERVICES PROPRIETARY LIMITED PRIVACY POLICY AND STATEMENT

Lizana Business Services Proprietary Limited is committed to protecting your privacy. You can visit most pages on our website without giving us any Information about yourself. However sometimes we do need Information to provide services that you request, and this Privacy Statement explains data collection and use in those situations.

This Privacy Statement only applies to Lizana Business Services, it does not apply to other online or offline websites, products or services. Please read the complete Privacy Policy and Statement.

COMPLIANCE WITH THE PROTECTION OF PERSONAL INFORMATION ACT, ACT 4 OF 2013 AS AMENDED (POPIA ACT)

This Privacy Policy Statement is subject to the POPIA Act and requires the implementation of the Eight Conditions for the Lawful Protection of Personal Information in terms of the Act.

COLLECTION OF YOUR PERSONAL INFORMATION

We will ask you when we need Information that personally identifies you (Personal Information) or allows us to contact you. This Information is typically requested when you are loaded onto our database after you confirm that you would like to engage any of our services and/or newsletter. Personal Information collected by the Responsible Party often is limited to e-mail address, contact telephone numbers, postal and physical addresses and identity numbers, but may include other Information when needed to provide a service you requested.

For example: If you choose a service that requires Lizana to load a SA Revenue Services credit push payment on your behalf we will request additional Personal Information necessary in order to attend to this such as your banking details.

Lizana also collects certain Information from your computer hardware and software. This Information may include: your IP address, browser type, operating system, domain name, access times and referring website addresses. This Information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Responsible Party's website.

Lizana also collects Information about which pages our customers visit within our Web. This website visitation data is identified only by a unique I.D. number, and it is never linked with Personal Information unless a user consents as described below. We may also collect information to ensure our website is relevant to your needs and to help us create and publish content most relevant to you.

USE OF YOUR PERSONAL INFORMATION

We use your Personal Information in order to deliver the services that you have engaged us for, such as CIPC annual return submission and compliance, SA Revenue Services Return submissions and compliance, payroll services, bookkeeping services, Company Secretarial attendances and administration services.

We will merge site-visitation data with anonymous demographic Information for research purposes, and we may use this Information in aggregate to provide more relevant website content. In some limited-entry sections of the Responsible Party, with your approval, we will combine site-visitation data with your Personal Information in order to provide you with personalised content. If you decline permission, we will not provide you the personalised service and won't merge your Personal Information with site-visitation data.

We occasionally hire other companies to provide limited services on our behalf including bulk mailing. We will only provide those companies the Information they need to deliver the service, and they are prohibited from using that Information for any other purpose.

Lizana may disclose your Personal Information if required to do so by law or in the good-faith belief that such action is necessary to:

1. conform to the edicts of the law or comply with legal process served on the Responsible Party or the website;
2. protect and defend the rights or property of the Responsible Party and its website; or
3. act in urgent circumstances to protect the personal safety of the Responsible Party's employees, users of our products or services or members of the public.

CONTROL OF YOUR PERSONAL INFORMATION

When you register, or otherwise give us Personal Information, the Responsible Party will not share that Information with Third Parties without your permission, other than for the limited exceptions already listed. It will only be used for the purposes stated above.

Lizana may send out periodic e-mails informing you of technical service or security issues related to a product or service you requested, or confirming that you requested a product or service. You will not be able to choose to unsubscribe to these mailings, as they are considered an essential part of the service you have chosen.

ACCESS TO YOUR PERSONAL INFORMATION

You will be able to access your personal information by direct request with our office, and we may also engage with you directly from time to time, to ensure that your Personal Information is correct and current.

SECURITY OF YOUR PERSONAL INFORMATION

Lizana is committed to protecting the security of your Personal Information. We use a variety of security technologies and procedures to help protect your Personal Information from unauthorised access, use or disclosure. For example, we store the Personal Information you provide in computer servers with limited access that are located in controlled facilities. When we transmit sensitive Information over the internet, we protect it through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

PROTECTION OF CHILDREN'S PERSONAL INFORMATION

Lizana is a general audience website and does not knowingly collect any Personal Information from children.

USE OF COOKIES

When someone visits our website, a cookie is placed on the customer's machine (if the customer accepts cookies) or is read if the customer has visited the site previously. One use of cookies is to assist in the collection of the site visitation statistics described above.

We also use cookies to collect Information on which newsletter links are clicked by customers. This Information is used to ensure we are sending Information customers want to read. It is collected in aggregate form and never linked with your Personal Information.

Web beacons, also known as clear gif technology, or action tags, may be used to assist in delivering the cookie on our site. This technology tells us how many visitors clicked on key elements (such as links or graphics) on the Responsible Party's website. We do not use this technology to access your personally identifiable Information on our website; it is a tool we use to compile aggregated statistics about the Responsible Party's website usage. We may share aggregated site statistics with partner companies but do not allow other companies to place clear gifs on our website.

If you choose to not have your browser accept cookies from the Responsible Party's website, you will be able to view the text on the screens, however you will not experience a personalised visit nor will you be able to subscribe to the service offerings on the site.

OPT-OUT PROCEDURE

“Opting-out” in a legal sense means the same as it does in an everyday sense. To “Opt-Out” means you are choosing to no longer participate in something.

Opting out becomes significant in a legal sense when you develop a website or app that is legally required to provide a method of opting out to those who use your website or app. Not all business models are required by law to provide an opt-out method for customers.

An Opt-Out Policy that lets customers know that they have the ability and right to opt out of aspects of your website or app, as well as a clear and easy-to-follow method for actually opting out, are required by law in certain circumstances.

CHANGES TO THIS POLICY

Lizana will occasionally update this Privacy Policy. When we do, we will also revise the "last updated" date at the bottom of the Privacy Policy. For material changes to this Policy, the Responsible Party will notify you by placing prominent notice on its website.

Lizana Business Services (Pty) Ltd reserves the right to amend, alter and terminate this Policy at any time.