



## Privacy Notice

*Last Updated: 04 November 2023*

Welcome to BICRM Consulting Services South Africa Pty Ltd ("we," "us," or "our"). This Privacy Notice is designed to help you understand how we collect, use, disclose, and safeguard your personal information in accordance with the Protection of Personal Information Act (POPIA), Electronic Communications and Transactions Act (ECTA), Consumer Protection Act (CPA), and other relevant South African privacy laws. Please take a moment to read this notice carefully.

### 1. Information We Collect:

We may collect and process the following types of personal information:

- Contact Information: Name, address, email address, phone number.
- Professional Information: Job title, company name, industry.
- User Account Information: Username, password, account preferences.
- Communication Information: Correspondence and communications with us.

### 2. How We Use Your Information:

We use your personal information for the following purposes:

- Providing Services: To deliver our consulting services and fulfill contractual obligations.
- Communication: To respond to your inquiries, provide updates, and communicate important information.
- Marketing: To send promotional materials and newsletters, where you have consented.

### 3. Data Sharing:

We may share your personal information with:

- Service Providers: Third-party providers assisting in the delivery of our services.
- Legal Compliance: When required by law or to protect our rights.

#### 4. Security Measures:

We employ reasonable security measures to protect your personal information from unauthorized access, disclosure, alteration, and destruction, in compliance with the POPIA Act.

#### 5. Cookies and Tracking Technologies:

We use cookies and similar technologies to enhance your experience on our website. Cookies are governed by the following laws and regulations:

- **Protection of Personal Information Act (POPIA):** We adhere to the principles of POPIA concerning the lawful and transparent processing of personal information. For more information on how we handle personal information, please refer to Section 1 of this Privacy Notice.
- **Electronic Communications and Transactions Act (ECTA):** This law regulates certain aspects of online transactions and communications, and we comply with its provisions regarding the use of electronic communication and the protection of personal information.
- **Consumer Protection Act (CPA):** In accordance with the CPA, we strive to provide transparent and fair practices concerning your online experience, including the use of cookies.

By using our website, you consent to the use of cookies as described in this notice. If you do not wish to accept cookies, you may adjust your browser settings to disable or limit their use. However, please note that certain features of our website may not function properly without the aid of cookies.

#### 6. Your Choices:

You have the right to:

- Access, correct, or delete your personal information.
- Object to processing, request data portability, or withdraw consent.

#### 7. Changes to this Privacy Notice:



We may update this Privacy Notice to reflect changes in our practices. Please review it periodically.

#### **8. Contact Us:**

If you have any questions or concerns about this Privacy Notice or our data practices, please contact us at [info@bicrm.co.za](mailto:info@bicrm.co.za)

#### **9. Governing Law:**

This Privacy Notice is governed by and construed in accordance with the laws of South Africa, including the Protection of Personal Information Act (POPIA), Electronic Communications and Transactions Act (ECTA), and Consumer Protection Act (CPA).

---