

Privacy Policy

Last Updated: 30 June 2025

About Us

This Privacy Policy is issued for Finifunda (Pty) Ltd. All queries and concerns regarding this privacy notice should be directed to the contact details below.

- Email: hello@finifunda.com

Information We Collect

General Information

- Name, surname, date of birth, identity number, gender
- For companies: information from registration documents

Contact Information

- Email address, phone numbers, postal address, billing address

Financial Information

- Bank account and payment details, transaction history
- VAT certificates or tax clearance certificates where applicable

Transaction Information

- Course purchases, payment history, subscription details
- Details of products and services you have signed up for

Profile Information

- Username and password, course preferences, learning progress
- Feedback, support requests, and communication preferences

Technical Information

- IP address, browser type and version, device information
- Login data, time zone settings, language preferences
- Pages visited, time spent on pages, cookie preferences

Marketing and Communication Information

- How you prefer to receive communications from us
- Your preferences regarding marketing information
- Aggregated statistical data that does not reveal your identity

How We Collect Your Information

Direct Interactions

- When you register on our website or purchase courses
- When you contact us by email, phone, or through our website
- When you subscribe to our publications or request information
- When you provide feedback or respond to surveys

Automated Collection

- Through cookies and similar tracking technologies
- Website analytics and performance monitoring
- See our Cookie Policy for detailed information

Third Parties

- From third parties with your consent to share information
- Through social media interactions on our platforms

How We Use Your Information

We process your personal information for the following purposes:

- Provide and improve our educational services
- Process payments and manage your account
- Communicate with you about courses, updates, and support
- Analyse website usage and improve user experience
- Comply with legal and regulatory obligations
- Send marketing communications (with your consent)
- Prevent fraud and ensure website security

Legal Basis for Processing

We process your information based on:

- Your consent (for marketing communications)
- Contractual necessity (to provide our services)

- Legal obligations (compliance requirements)
- Legitimate interests (website improvement and security)

Information Sharing

We do not sell your personal information. We may share information with:

Internal Parties

- Staff members involved in course delivery and customer support
- Team members responsible for payment processing and technical support

External Parties

- Third-party service providers (hosting, payment processing, analytics)
- Professional advisers (lawyers, auditors, accountants)
- South African Revenue Service (SARS) where legally required
- Law enforcement when required by law or court order

International Transfers If we transfer your information outside South Africa, we ensure appropriate safeguards are in place and that recipients adhere to POPIA principles.

Data Security

We implement appropriate technical and organisational measures to protect your information against unauthorised access, alteration, disclosure, or destruction. This includes:

- Information Security Management System aligned with industry best practices
- Regular security reviews and updates
- Limited access to authorised personnel only
- Strict non-disclosure agreements for all staff and contractors

Data Retention

We retain your personal information only as long as necessary for the purposes outlined in this policy or as required by law. Course progress and transaction records may be retained for extended periods for legal and educational continuity purposes.

Your Rights Under POPIA

You have the right to:

- Access your personal information

- Correct inaccurate information
- Request deletion of your information
- Object to processing on reasonable grounds
- Withdraw consent at any time
- Data portability where applicable

Data Breach Notification

In the event of a data breach that poses a risk to your rights, we will notify you and the Information Regulator as required by law.

Marketing Communications

You can unsubscribe from marketing communications at any time using the unsubscribe link in our emails. This will not affect essential course-related communications.

Legal Capacity

Our services are not suitable for minors under 18 years. By using our website, you confirm you have legal capacity to enter binding contracts.

Complaints

You may lodge complaints with the Information Regulator of South Africa:

- Website: www.justice.gov.za/infoereg
- Email: complaints.IR@justice.gov.za
- Physical Address: JD House, 27 Stiemans Street, Braamfontein, Johannesburg, 2017

Contact

For privacy-related inquiries, contact us at hello@finifunda.com.
