

# EXPAND MARKETING cc T/A P.tch Privacy Policy

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Name: EXPAND MARKETING cc T/A P.tch

Address: Block J West, Central Park, 16rh road, Midrand 1685

Phone Number: 073 797 1047

E-mail: [hello@pitchsm.co.za](mailto:hello@pitchsm.co.za)

## **The type of personal information we collect:**

We currently collect and process the following information:

- Company details
- Banking details
- Contact details

Expand Marketingt/a P.TCH, is committed to processing the personal information of all clients, employees, and third-party service providers in accordance with the requirements prescribed by the Protection of Personal Information Act (POPIA). P.TCH understands that your personal information is important to you and is committed to safeguarding and processing your information in a lawful manner.

We may use your personal data to provide you with services you request from us, manage your account/IT environment, make decisions, detect and prevent security risks, for assessment, and to ensure that we comply with legal and regulatory requirements.

## **How we collect the personal information and why we have it:**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

Billing purposes and contact purposes for us to deliver our services to you.

## **We use the information that you have given us to:**

Contact you to supply support services, products as well as related information.

We also use the information to invoice you.

## **We may share this information with:**

- Google
- Facebook
- Xneelo (hosting)

**Considering the Protection of Personal Information Act, the lawful bases we rely on for processing personal information are:**

**(a) Your consent. You can withdraw your consent at any time. You can do this by emailing [chrisg@pitchsm.co.za](mailto:chrisg@pitchsm.co.za) (Chris Green)**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a vital interest.**

**(e) We need it to perform a public task.**

**(f) We have a legitimate interest.**

**How we store your personal information:**

Your information is securely stored on the cloud using Xero accounting and Xneelo our hosting partners.

We keep Company information until all services are cancelled by you. We will then dispose of your information by deleting all information and shredding all hard copies (if any exist).

**Confidentiality**

The Company will:

- treat your personal information as strictly confidential;
- take appropriate technical and organizational measures to ensure that your personal information is kept secure and is protected against unauthorized or unlawful processing, accidental loss, destruction or damage, alteration, disclosure, or access;
- Promptly notify you within a reasonable time, if we become aware of any unauthorized use, disclosure or processing of your personal information.

**How to complain:**

If you have any concerns about our use of your personal information, you can make a complaint to us at [hello@pitchsm.co.za](mailto:hello@pitchsm.co.za) or contact us on 0737971047

You can also complain to the Antwan Cronje (Information Officer) email address [antwanc@pitchsm.co](mailto:antwanc@pitchsm.co). if you are unhappy with how we have used your data or if you wish for us to stop processing your information.

The Information Regulator address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Information Regulator website: <https://www.justice.gov.za/inforeg>