W TECHNICAL CONSULTING SA (PTY) LTD

Privacy Policy

Version 2.0

Document Control

Document Name	Privacy Policy
Company	W Technical Consulting SA (Pty) Ltd
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Document Owner	Information Officer
Information Officer	info@wconsulting.co.za
Approved By	Director
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1. Purpose

This Privacy Policy explains how W Technical Consulting SA (Pty) Ltd collects, uses, stores, shares and protects personal information when individuals use our websites, communicate with us, receive services from us, or otherwise interact with the Company.

2. Responsible Party

The responsible party is W Technical Consulting SA (Pty) Ltd, Building B, Monte Circle, 178 Montecasino Boulevard, Fourways, 2191. Website: wconsulting.co.za. Email: info@wconsulting.co.za. Telephone: +27 11 568 0370.

Information Officer: Blaise Colyvas. Email: blaise@wconsulting.co.za.

3. Personal Information We May Collect

- Name, surname, job title and employer details.
- Contact details, including email address and telephone number.
- Account registration and login information.
- Billing, invoicing and payment-related information.
- Training, course, platform usage and support information.
- Technical information such as IP address, device information, cookies and log data.
- Correspondence, support requests and client project information.
- Any other information provided voluntarily or required to deliver our services.

4. Purpose of Processing

- To provide, administer and improve our services.
- To manage client relationships, contracts, billing and support.
- To operate websites, platforms, learning systems and client portals.
- To communicate service, administrative and security information.
- To comply with legal, regulatory, tax and accounting obligations.

- To protect our systems, users, clients and business operations.
- To send marketing communications where permitted by law or consented to.

5. Lawful Basis for Processing

We process personal information where it is necessary for contract performance, compliance with law, the legitimate interests of the Company or a third party, consent where required, protection of a legitimate interest of the data subject, or performance of a public law duty where applicable.

6. Sharing of Personal Information

We may share personal information with employees, contractors, clients, professional advisers, hosting providers, cloud service providers, payment providers, auditors, regulators and other authorised service providers where necessary and lawful.

7. Operators and Service Providers

Where third parties process personal information on our behalf, they are required to protect the information and process it only in accordance with our instructions and applicable law.

8. Cross-Border Transfers

Personal information may be stored or processed outside South Africa where cloud, hosting, support or technology service providers are used. The Company will take reasonable steps to ensure appropriate safeguards are in place.

9. Retention

Personal information is retained only for as long as necessary for the purpose for which it was collected, or as required by law, contract, audit, tax, accounting or legitimate business requirements.

10. Security Safeguards

The Company implements reasonable technical and organisational safeguards, including access controls, MFA, encryption where appropriate, backups, logging, endpoint protection, least privilege access and user awareness measures.

11. Data Subject Rights

- Request access to personal information.
- Request correction or deletion of personal information.
- Object to processing where permitted by law.
- Withdraw consent where processing is based on consent.
- Submit a complaint to the Information Regulator.

12. Complaints

Privacy requests and complaints may be sent to the Information Officer at blaise@wconsulting.co.za. Complaints may also be lodged with the Information Regulator South Africa.

13. Cookies and Website Technologies

Our websites may use cookies and similar technologies to operate the site, improve functionality, analyse usage and support security. Users may control cookies through browser settings, but this may affect site functionality.

Review

This policy is reviewed periodically and updated where there are material changes to the Company, its records, processing activities, legislation, regulatory guidance or contact details.

References

- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000
- Information Regulator guidance and forms
- ISO/IEC 27001 good practice controls
- Company PAIA Manual
- Company POPIA Manual