

PROTECTION OF PERSONAL INFORMATION DISCLAIMER

In this document, references to “Uncoupled”, “we”, or “us” refer to Belinda de Klerk trading as UNCOUPLED. We respect your right to privacy and aim to ensure we comply with the legal requirements of the POPI Act, which regulates how we collect, process, store, share and destroy all personal information you provide.

Why we collect Personal Information

We use your personal information to liaise with you telephonically via our website or email or electronic message to:

- Inform you of new offers;
- Enable us to process, validate and verify information and requests for the supply of services
- For the purposes for which you specifically provided the information
- To improve your experience on our website.

Processing of Information

We will share your personal information to comply with applicable law or with legal process served on Uncoupled, or to protect and defend the rights or property of Uncoupled.

Security Measures

We will:

- Treat your personal information strictly confidential.
- Take appropriate technical and organisational measures to keep your personal information secure against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access.
- Promptly notify you if we become aware of any unauthorised use, disclosure or processing of your personal information.
- Provide reasonable evidence of our compliance with our obligations under this policy on reasonable request.
- Retain your personal information up to three years after you terminate Uncoupled services unless we require you to do so legally or consent to us retaining such information longer.

Although Uncoupled takes the necessary precautions to protect your personal information, we will not be liable for any loss or damage arising from the disclosure of such information if it is outside reasonable control.

Your rights

You have the right at any time to:

- Rectify the Personal Information collected by us
- Object to the processing of Personal Information subject to applicable legislation
- Request the return or destruction of Personal Information subject to applicable legislation
- Lodge a complaint with SAAM

The personal information we process may be routed/transferred to a third country or international organisation.