

# THE PROTECTION OF PERSONAL INFORMATION ACT

## CUSTOMER PRIVACY NOTICE

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”).

POPI includes eight conditions for lawful processing including:

- Accountability
- Processing limitation
- Purpose specification
- Further processing limitation
- Information quality
- Openness
- Security safeguards

At INSTAPIX (and including this website) we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

### Definition of personal information

According to the Act “personal information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act. Instapix also includes the following items as personal information:

- All addresses including residential, postal, email addresses and contact numbers.

Change of name – for which we require copies of the marriage certificate or official change of name document issued by the Government department.

### The information we collect

We collect and process your personal information as provided by you, for the purposes of understanding your requirements, and delivering your orders & services accordingly. For this purpose we will collect details including your name, organisation, email address, contact number, as well as a shipping or postal address. If you subscribe to feeds from our Social Media platforms, we also collect your user ID, user Name, Handle or similar identifiable name.

Website usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information. We do not store or share any cookie information. The Website is SSL encrypted which means that any data you provide to us is securely exchanged. We do not record or store ANY of your personal financial data on our website or in our database. Transactions are processed safely and securely in partnership with PAYGATE, who in turn are compliant with the relevant financial acts & regulations.

### How we use your information

We will use your personal information only for the purposes for which it was collected and agreed with you. Information that we collect is used to fulfil any online orders placed through the website, including processing your payment information. We will also provide you with invoices as confirmation of your order, which is sent to you via email. You will also receive an automated SMS from the Instapix website, upon the successful processing of an online order, as confirmation of receipt.

Where necessary your information may be retained for legal or research purposes, including:

- To gather contact information;
- To confirm and verify your identity or to verify that you are an authorised website user for security purposes;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;
- In connection with legal proceedings.

## **Disclosure of information**

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect our rights.

## **Information Security**

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We are committed to update our security controls and related processes on an ongoing basis, to ensure that your personal information remains secure.

Our security policies and procedures cover:

- Computer and network security;
- Access to personal information;
- Secure communications;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Secured computer files
- Office access controlled by security measures

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure. We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

The Personal Information processed by us is not routed/transferred to a third country or International organisation.

## **Correction of your information**

We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you.

You have the right at any time to:

1. Rectify, update or delete the Personal Information collected by us;
2. Object to the processing of Personal Information (subject to legislation);
3. Request the return or destruction of Personal Information (subject to legislation);
4. Lodge a complaint with the company.

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us as provided on our website and specify what information you require. You will need to supply a copy of your ID document to confirm your identity before providing details of your personal information. We may need to verify the authenticity of the provided ID copy.

Please note that any such access request may be subject to a payment of a legally allowable fee.

## **How to contact us**

If you have any queries about this notice simply contact us as provided on our website and specify what information you require. You will need to supply a copy of your ID document to confirm your identity before providing details of your personal information. We may need to verify the authenticity of the provided ID copy.

ALTHOUGH WE TAKE THE AFOREMENTIONED PRECAUTIONS IN PROTECTING YOUR PERSONAL INFORMATION, WE SHALL HOWEVER NOT BE LIABLE FOR ANY LOSS OR DAMAGE, HOWSOEVER ARISING, SUFFERED AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION IF OUTSIDE OUR REASONABLE CONTROL.

**INSTAPIX**

**SPORT & EVENT PHOTOGRAPHY**

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