

Privacy Policy

IMMK Consultants (Pty) Ltd

PRIVACY POLICY

IMMK Consultants (Pty) Ltd (“IMMK Consultants”, “Company”, “we”, “us”, or “our”) respects your privacy and is committed to protecting your personal information in accordance with the **Protection of Personal Information Act 4 of 2013 (“POPIA”)**, the Promotion of Access to Information Act 2 of 2000 (“PAIA”), and other applicable South African laws.

This Privacy Policy explains how we collect, use, disclose, and safeguard personal information when you access or use our website at www.immk.co.za (“Website”).

By accessing or using our Website, you acknowledge that you have read and understood this Privacy Policy.

1. Definitions

For purposes of this Policy:

- **“Personal Information”** has the meaning assigned under POPIA and includes any information relating to an identifiable, living natural person or identifiable juristic person.
- **“Data Subject”** means the person to whom Personal Information relates.
- **“Processing”** means any operation concerning Personal Information, including collection, recording, storage, updating, use, dissemination, or deletion.

2. Information We Collect

2.1 Personal Information Provided by You

We may collect and process the following Personal Information when voluntarily submitted through contact forms or other communications:

- Full name
- Email address
- Telephone number
- Company name (if applicable)
- Any information contained in your message or enquiry

This information is collected directly from you.

2.2 Automatically Collected Information

When you visit our Website, certain information may be collected automatically, including:

- IP address
- Browser type and version
- Device type
- Pages visited and time spent on pages
- Date and time of visit
- Referring website addresses

This information is collected through cookies and analytics tools such as Google Analytics.

3. Lawful Basis for Processing

We process Personal Information in accordance with POPIA and on the following lawful grounds:

- Your consent
- The conclusion or performance of a contract
- Compliance with a legal obligation
- Our legitimate business interests, provided such interests do not override your rights

Where consent is required, you may withdraw it at any time.

4. Purpose of Processing

We process Personal Information for the following purposes:

- To respond to enquiries and communicate with you
- To provide information regarding our services
- To improve Website functionality and user experience
- To maintain internal records
- To comply with legal and regulatory obligations

We will not process Personal Information for purposes other than those for which it was collected, except where permitted or required by law.

5. Disclosure of Personal Information

We do not sell, rent, or trade Personal Information.

We may disclose Personal Information:

- To authorised service providers who assist in operating our Website (e.g., hosting providers, analytics providers), subject to confidentiality obligations

- Where required by law, regulation, or court order
- To protect our legal rights or defend legal claims

Where Personal Information is transferred outside South Africa, we will ensure that such transfer complies with POPIA, including ensuring adequate data protection safeguards.

6. Cookies and Tracking Technologies

Our Website uses cookies to enhance user experience and analyse Website performance.

Types of Cookies We Use:

- **Essential Cookies:** Required for basic Website functionality.
- **Analytics Cookies:** Used by Google Analytics to collect aggregated statistical data.

You may disable cookies via your browser settings. However, doing so may affect Website functionality.

7. Data Retention

We retain Personal Information only for as long as:

- Necessary to fulfil the purpose for which it was collected
- Required by applicable law
- Necessary for legitimate business or legal purposes

Thereafter, Personal Information will be securely deleted or anonymised.

8. Information Security

We implement appropriate, reasonable technical and organisational measures to safeguard Personal Information against loss, misuse, unauthorised access, disclosure, alteration, or destruction.

While we take reasonable steps to protect information, no method of transmission over the internet is completely secure, and we cannot guarantee absolute security.

9. Your Rights Under POPIA

In accordance with POPIA, you have the right to:

- Request access to your Personal Information
- Request correction or updating of inaccurate or incomplete information
- Request deletion or destruction of Personal Information, where legally permissible

- Object to processing in certain circumstances
- Lodge a complaint with the Information Regulator of South Africa

Requests must be made in writing using the contact details below. We may require verification of identity before processing any request.

10. Links to Third-Party Websites

Our Website may contain links to third-party websites. We are not responsible for the privacy practices or content of such external sites. Users are encouraged to review the privacy policies of those websites.

11. Changes to This Privacy Policy

We reserve the right to amend this Privacy Policy at any time. Updated versions will be published on this page with a revised effective date. Continued use of the Website following changes constitutes acceptance of the updated Policy.

12. Contact Details

IMMK Consultants (Pty) Ltd

Website: www.immk.co.za

Email: info@immk.co.za

Telephone: +27 11 794 2994

If you are not satisfied with our response to any complaint, you may contact:

The Information Regulator (South Africa)

Website: <https://www.justice.gov.za/inforeg/>

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