



Privacy Policy

Effective Date: 2 Dec 2024

Review Date: 1 Dec 2029

Approved by: Director

1. Introduction

Helping Everyone Rise Pty Ltd (“we,” “our,” “us”) respects the privacy of all clients, partners, and individuals whose personal information we process. We are committed to protecting and processing your personal information lawfully, transparently, and securely in accordance with the Protection of Personal Information Act, 4 of 2013 (POPIA). This Privacy Policy outlines how we collect, use, store, and protect your personal information when you engage with our business consultancy services, which include but are not limited to ISO compliance, policy development, business support, quality assurance, skills development, curriculum design, and curriculum development.

2. Information We Collect

We collect and process personal and business information necessary to deliver our services effectively. This may include:

- Contact details: Name, company name, email address, phone number, and physical address.
- Business information: Company registration details, policies, processes, and compliance documentation.
- Financial information: Banking details or billing information when processing payments.
- Professional information: Employee or consultant CVs, qualifications, and training records when related to projects.
- Communication records: Emails, messages, and other correspondence related to our services.
- We only collect information directly from you or your authorised representatives and only for legitimate business purposes.

3. Purpose for Processing Information

We process personal and business information for the following purposes:

- To provide consultancy services such as ISO compliance, policy and quality management, and skills development or curriculum design & development.
- To manage client relationships, communications, and projects.
- To comply with legal and regulatory obligations.
- To issue invoices and process payments.
- To improve our services and ensure client satisfaction.
- To communicate important updates or changes in our services or policies.
- We will only process information that is relevant and necessary for these purposes.

4. Consent

By engaging our services or sharing personal or business information with us, you consent to the processing of your information in line with this Privacy Policy and the POPI Act. You have the right to withdraw your consent at any time by contacting us in writing.

5. Data Sharing and Disclosure

We do not sell, share, or disclose personal or business information to third parties unless:

- It is required by law or a court order;
- It is necessary to fulfill our contractual obligations to you (for example, subcontracted consultants working under confidentiality agreements); or
- You have provided explicit written consent.

All third-party service providers engaged by Helping Everyone Rise Pty Ltd are bound by strict confidentiality and data protection agreements.

6. Data Storage and Security

We implement appropriate technical and organisational measures to protect personal information against loss, unauthorised access, misuse, or disclosure. These include:

- Secure electronic storage with access control
- Encrypted communications where applicable
- Password-protected systems and
- Regular review of security practices and compliance.

We retain information only for as long as it is necessary for operational, legal, or regulatory reasons.

7. Your Rights Under the POPI Act

As a data subject, you have the following rights:

- To access and request copies of the personal information we hold about you.
- To request correction or deletion of inaccurate or unnecessary information.
- To object to the processing of your information in certain circumstances.
- To withdraw consent where processing is based on consent.

- To lodge a complaint with the Information Regulator of South Africa if you believe your rights have been infringed.

8. Data Retention

We retain personal and business data only for as long as necessary to fulfill our contractual and legal obligations, after which it will be securely deleted or anonymised.

9. Cross-Border Data Transfers

We do not intentionally transfer personal information outside South Africa. If international data processing is ever required, it will only be done with your consent and in accordance with the conditions of the POPI Act.

10. Updates to This Policy

Helping Everyone Rise Pty Ltd may amend this Privacy Policy from time to time to reflect legal, operational, or service changes. The updated version will be posted on our website or shared with clients upon request.

11. Contact Information

If you have any questions, requests, or complaints regarding this Privacy Policy or your personal information, please contact:

Information Officer

Helping Everyone Rise Pty Ltd

 54 Wilgen Street, Die Bult, Potchefstroom, 2531

 info@helpingrise.co.za

 063 603 3487 (WhatsApp Only)

If you are unsatisfied with our response, you may contact the Information Regulator of South Africa at:

 infoereg@justice.gov.za

 <https://www.justice.gov.za/infoereg/>