

POPIA PRIVACY POLICY

1. Who we are

Red Spiral Services is a printing business based at 1219 Rooiels Street, Moregloed, Pretoria, 0186. Contact: info@redspiral.co.za | 083 310 4925.

2. Information we may collect

- Name and surname.
- Company/business name.
- Email address.
- Telephone or cellphone number.
- Postal, delivery or mailing address.
- Information contained in quotations, orders and correspondence.
- Artwork, documents, spreadsheets, mailing lists or other files supplied for printing.
- Billing, invoice and payment-related information required for the transaction.
- Information required to deal with complaints, queries or service requests.

3. Why we process personal information

- To respond to enquiries and prepare quotations.
- To process and fulfil printing orders.
- To communicate about proofs, specifications, delivery and collection.
- To issue invoices and maintain accounting/tax records.
- To arrange delivery where required.
- To provide customer support and handle complaints.
- To comply with legal obligations.
- To send direct marketing where permitted by POPIA and, where required, with consent.

4. Lawful and responsible processing

Red Spiral Services will process personal information for a specific, lawful purpose and will seek to limit collection to information that is adequate, relevant and not excessive for that purpose. Information will be kept accurate where reasonably possible and will not be retained longer than necessary, subject to legal and business record-keeping requirements.

5. Customer-supplied third-party personal information

A printing customer may supply information about other people, such as a mailing list containing names and addresses. In that situation, Red Spiral Services will process the information only to the extent reasonably necessary to perform the printing service and will apply appropriate confidentiality and security measures. The customer remains responsible for ensuring that it is lawful for the information to be supplied to Red Spiral Services for processing.

6. Sharing information

Personal information may be shared with service providers where reasonably necessary to operate the business, such as delivery/courier providers, hosting or email providers, accountants, payment/service providers or other suppliers. Red Spiral Services will take reasonable steps to ensure that third parties handling personal information provide appropriate confidentiality and security.

7. Direct marketing

Marketing communications by email, SMS, telephone or other electronic communication will be handled in accordance with POPIA. Customers and prospects will be given an appropriate opportunity to object or withdraw consent where required. A marketing opt-out will be recorded and respected.

8. Security

Reasonable technical and organisational safeguards will be used to protect personal information against loss, damage, unauthorised access, disclosure or destruction. These include device passwords, access controls, software updates, backups and careful handling of customer files.

9. Retention and destruction

Records will be retained only for as long as reasonably necessary for the purpose for which they were collected, or longer where required by law. When information is no longer required, it will be securely deleted, destroyed or anonymised where appropriate.

10. Data subject requests

A person may contact Red Spiral Services at info@redspiral.co.za to request access to, correction of or deletion of personal information, subject to applicable law and any lawful retention requirement.

11. Security compromises

If a security incident occurs, Red Spiral Services will assess it promptly, take steps to contain and investigate it, document the incident and make any notifications required by POPIA.

12. Complaints

Complaints should first be sent to info@redspiral.co.za. A person may also approach the Information Regulator in accordance with applicable law.

13. Changes

This Privacy Policy may be updated when business practices or legal requirements change.