

## 1. Introduction

Welcome to **Vanguard Design**. We are committed to protecting your personal information and ensuring your privacy. This Privacy Policy outlines how we collect, use, store, and protect your personal information in accordance with the Protection of Personal Information Act (POPIA).

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## 2. Definitions

- **Personal Information:** Information relating to an identifiable, living natural person, and where applicable, an identifiable, existing juristic person.
- **Processing:** Any operation or activity concerning personal information, including collection, storage, use, dissemination, or destruction.
- **Data Subject:** The person to whom personal information relates.

## 3. Information We Collect

We may collect and process the following types of personal information:

- Name and contact details (email address, phone number, physical address).
- Identification numbers (ID, passport, or company registration numbers).
- Financial information (bank account details, payment information).
- Usage data (how you use our website and services).

- Any other information you provide to us.

#### **4. How We Collect Information**

We collect personal information through:

- Direct interactions (when you fill out forms, contact us, or purchase our services).
- Automated technologies (cookies, web beacons, and similar technologies).
- Third-party sources (public databases, business partners).

#### **5. Information We Collect from Others**

##### **Service Use**

We log your visits and use of our services, including mobile apps, using logins, cookies, device info, and IP addresses.

##### **Cookies and Similar Technologies**

We use cookies and similar technologies to recognise you and your devices. You can control cookies through your browser settings or opt-out of cookies that track your behaviour for third-party advertising.

##### **Types of Cookies**

- **Session Cookies:** Temporary cookies that expire when you close your browser, used for site functionality and user experience.
- **Persistent Cookies:** Remain after the browser is closed to remember login details and settings, with a set expiration date.
- **Third-Party Cookies:** Set by external domains to collect data for research and advertising.
- **Google Analytics:** Tracks user interaction to improve site functionality.
- **Web-Server Software:** Collects your IP address to deliver webpages.

##### **Your Device and Location**

We receive data from your devices and networks, including location data, IP address, browser type, and operating system. If you use our services from a mobile device, we may receive location data based on your phone settings. We will ask for your consent before using GPS or other tools to identify your precise location.

#### **6. Use of Personal Information**

We use personal information to:

- Provide and improve our products and services.
- Process transactions and manage accounts.
- Communicate with you about updates, promotions, and services.

- Comply with legal and regulatory requirements.
- Analyse data to understand and improve our business operations.

## **7. Sharing of Personal Information**

We may share your personal information with:

- Service providers who perform services on our behalf.
- Affiliates and business partners for business purposes.
- Legal authorities if required by law or to protect our rights.

## **8. Data Security**

We implement appropriate technical and organisational measures to protect personal information against unauthorised access, loss, or destruction. These measures include encryption, access controls, and regular security assessments.

## **9. Data Retention**

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected or as required by law.

## **10. Your Rights**

You have the right to:

- Access your personal information.
- Request correction or deletion of your personal information.
- Object to the processing of your personal information.
- Withdraw consent (where consent is the legal basis for processing).
- Lodge a complaint with the Information Regulator.

## **11. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. We will notify you of any significant changes by posting the new policy on our website and, where appropriate, notifying you by email.

## **12. Other Important Information**

### **12.1 Security**

We have implemented appropriate security measures to protect your personal data from accidental loss, unauthorised use, or access. Only authorised employees, agents, and contractors with a business need-to-know will have access to your information, and they are required to maintain confidentiality.

### **12.2 Trans-border Information Transfers**

Some personal information may be processed by third parties outside South Africa, such as Google Analytics. Information collected by these technologies may be stored on servers outside South Africa. For more details on Google's privacy practices, please refer to Google's Privacy Policy.

### **13. Contact Us**

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us at:

Vanguard Design  
[designvanguard@gmail.com](mailto:designvanguard@gmail.com)  
[Phone Number]

### **The SA Information Regulator:**

You have the right to lodge a complaint with the SA Information Regulator. See the Information Regulator contact details below.

The Information Regulator  
33 Hoofd Street  
Forum III, 3rd Floor Braampark  
South Africa  
[inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

### **14. Annexures**

#### **Form 2:**

Request for correction or deletion of personal information or destroying or deletion of record of personal information in terms of section 24(1) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) regulations relating to the protection of personal information, 2018 [Regulation 3]

You can find this document here: <https://bit.ly/3LrsZty>

#### **Form 1:**

Objection to the processing of personal information in terms of section 11(3) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) regulations relating to the protection of personal information, 2018 [Regulation 2]

You can find this document here: <https://bit.ly/3LrsZty>