

PRIVACY POLICY

1. Introduction

- 1.1. JJVV Incorporated respects the privacy and confidentiality of our clients and visitors to our website.
- 1.2. We process personal information in accordance with the Protection of Personal Information Act 4 of 2013 ("**POPIA**") and other applicable laws.
- 1.3. This Privacy Policy explains how we collect, use, protect and disclose personal information.

2. Information We Collect

- 2.1. We may collect personal information when you contact or engage with us, including when you enquire about or make use of our legal services.
- 2.2. Depending on the circumstances, this may include your name, contact details, identification information, financial or business information, correspondence, and any other information reasonably required to provide legal services or comply with our professional and legal obligations.
- 2.3. We only collect personal information that is reasonably necessary for the purpose for which it is required.

3. How We use Your Information

- 3.1. We process personal information for the purpose of considering and accepting instructions and providing legal and related professional services to our clients.
- 3.2. In doing so, we may also process personal information where reasonably necessary to administer a client's matter and comply with our legal, regulatory and professional obligations.
- 3.3. Personal information will not be used for a purpose incompatible with the purpose for which it was collected, unless permitted or required by law.

4. Storage and Protection of Information

- 4.1. We recognise that information entrusted to us may be both personal and confidential. We take appropriate and reasonable technical and organisational measures to safeguard personal information against loss, damage, unauthorised destruction, unlawful access or unlawful processing.
- 4.2. Electronic client information and working records may be stored and processed using cloud-based information technology and business systems, such as Microsoft 365.
- 4.3. Our website and related functionality may be hosted or supported by third-party service providers.
- 4.4. Where personal information is transferred, processed or stored outside South Africa, we will do so in accordance with the applicable requirements of POPIA relating to the transfer of personal information outside the Republic.

5. Sharing Your Information

- 5.1. We do not sell personal information or disclose it to third parties for unrelated purposes.
- 5.2. As a boutique firm, JJVV Incorporated may, where a matter requires additional or specialist expertise, recommend the engagement of carefully selected external consultants or other professionals.
- 5.3. Where appropriate, this will be discussed with the client and the consultant will only be engaged with the client's agreement.
- 5.4. We may otherwise disclose personal information where reasonably necessary to provide our legal services, carry out a client's instructions, or where disclosure is required or permitted by law.
- 5.5. We take reasonable steps to ensure that persons with whom confidential or personal information is shared are subject to appropriate confidentiality and data protection obligations.
- 5.6. Where the nature or sensitivity of a matter warrants it, appropriate confidentiality or non-disclosure agreements may also be concluded with clients, consultants or other relevant parties.

6. Retention of Information

- 6.1. We retain personal information only for as long as reasonably necessary to fulfil the purpose for which it was collected, provide our services, or meet applicable legal, regulatory and professional record-keeping requirements.
- 6.2. When personal information is no longer required or lawfully retained, it will be deleted, destroyed or de-identified, as appropriate.

7. Your Rights

- 7.1. Subject to applicable law, you may request access to personal information that we hold about you, ask us to correct inaccurate or incomplete information, or request the deletion of information that we are no longer entitled to retain.
- 7.2. Requests concerning personal information may be directed to our Information Officer using the contact details above.
- 7.3. You also have the right to lodge a complaint with the Information Regulator if you believe that your personal information has been processed unlawfully.

8. Contact Us

- 8.1. If you have any questions or concerns regarding this Privacy Policy or the processing of your personal information, please contact us using the details provided above.