

Privacy Notice

Work That Matters (Pty) Ltd

Privacy Notice

1. Introduction

Work That Matters (Pty) Ltd ("Work That Matters", "we", "our" or "us") is committed to protecting your privacy and ensuring that your personal information is processed responsibly and in accordance with the **Protection of Personal Information Act, 2013 (POPIA)**.

This Privacy Notice explains what personal information we collect, why we collect it, how we use it, who we share it with, and the rights you have regarding your personal information.

By using our website, purchasing our services or interacting with us, you acknowledge this Privacy Notice.

2. About Work That Matters

Work That Matters (Pty) Ltd is the authorised South African reseller and support partner for Asset-Map. We provide software licensing, implementation, training, customer success and ongoing support services to financial advisers and financial planning practices throughout South Africa.

Company Details

Registered Name: Work That Matters (Pty) Ltd

Registration Number: 2015/359681/07

Physical Address

69 Drommedaris Street
Van Riebeeckstrand

Western Cape
7441

Website

www.workthatmatters.co.za

General Email

admin@workthatmatters.co.za

3. Information Officer

The Information Officer is responsible for ensuring compliance with POPIA and PAIA.

Information Officer:

Bennie Gouws

Email: bennie@workthatmatters.co.za

4. Personal Information We Collect

Depending on your relationship with us, we may collect the following information.

Prospective Subscribers

- Name
- Company
- Job title
- Email address
- Telephone number
- Marketing preferences
- Communications with us

Subscribers

- Contact information
- Practice details
- Billing information

- Subscription information
- User account details
- Support requests
- Training attendance
- Communications with our team

Employees

We process employee information including:

- Identification details
- Employment contracts
- Payroll information
- Leave records
- Performance information
- Banking details
- Emergency contact details

Suppliers

- Company information
- Contact details
- Banking details
- Contracts
- Invoices

Website Visitors

When you visit our website we may collect:

- IP address
- Browser information
- Device information
- Pages viewed
- Website usage statistics

using Google Analytics.

5. How We Collect Information

We collect information when you:

- Contact us
- Request a demonstration
- Subscribe to Asset-Map
- Attend webinars or events
- Complete forms on our website
- Subscribe to newsletters
- Communicate with our support team
- Apply for employment
- Enter into agreements with us

We may also receive information from Asset-Map LLC where necessary to administer your subscription or provide support.

6. Why We Process Personal Information

We process personal information to:

- Provide Asset-Map subscriptions
 - Manage customer accounts
 - Deliver onboarding and implementation
 - Provide customer support
 - Process payments and invoices
 - Communicate service updates
 - Deliver training and webinars
 - Improve our products and services
 - Respond to enquiries
 - Comply with legal obligations
 - Maintain business records
 - Send marketing communications where permitted by law
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7. Lawful Basis for Processing

We process personal information where:

- you have provided consent;
 - processing is necessary to fulfil a contract;
 - processing is required by law;
 - processing protects a legitimate business interest that does not override your rights.
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8. Sharing Personal Information

We do not sell personal information.

Where necessary, we may share information with trusted service providers who assist us in delivering our services.

These include:

- Asset-Map LLC
- Debit order and credit card payment collection providers
- Data processing and maintenance software
- Professional advisers such as accountants, auditors or legal advisers
- Government or regulatory authorities where legally required

All third-party providers are required to protect personal information and use it only for authorised purposes.

9. International Transfers

Some of our service providers operate outside South Africa.

Where personal information is transferred internationally, we take reasonable steps to ensure appropriate safeguards are in place and that personal information receives an adequate level of protection.

10. Marketing Communications

We may send:

- Product updates
- Service announcements
- Webinar invitations
- Educational content
- Newsletters

You may unsubscribe from marketing communications at any time by following the unsubscribe link contained in our emails or by contacting us directly.

Operational or service-related communications will continue where necessary for the administration of your subscription.

11. Cookies and Analytics

Our website uses cookies and Google Analytics to understand how visitors use our website and to improve the user experience.

Cookies may collect information including:

- Browser type
- Device information
- Pages visited
- Time spent on pages
- Referring websites

Most browsers allow you to disable cookies, although doing so may affect website functionality.

12. Security

We take reasonable technical and organisational measures to protect personal information against loss, misuse, unauthorised access, disclosure or destruction.

These measures include:

- Secure cloud-based systems
- Password protection
- Multi-factor authentication where available
- Access controls
- Secure payment processing
- Regular software updates

No method of transmission over the Internet is completely secure. While we strive to protect your information, we cannot guarantee absolute security.

13. Retention of Information

We retain personal information only for as long as necessary to:

- provide our services;
- manage our business relationship with you;
- comply with legal, tax and regulatory obligations;
- resolve disputes;
- enforce our agreements.

When information is no longer required, it will be securely deleted or anonymised where appropriate.

14. Your Rights

Subject to POPIA, you have the right to:

- request access to your personal information;
 - request correction of inaccurate information;
 - request deletion where appropriate;
 - object to certain processing activities;
 - withdraw consent where consent is the basis for processing;
 - request information about how your information has been processed;
 - lodge a complaint with the Information Regulator.
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15. Complaints

If you have concerns about how we process your personal information, please contact our Information Officer in the first instance.

If you are not satisfied with our response, you may lodge a complaint with:

The Information Regulator (South Africa)

Website: <https://www.inforegulator.org.za>

Email: PAIAComplaints@inforegulator.org.za

16. Contact Us

If you have questions about this Privacy Notice or our processing of personal information, please contact:

Information Officer

Bennie Gouws

Email: bennie@workthatmatters.co.za

Website: www.workthatmatters.co.za

17. Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in our business practices or legal obligations.

The latest version will always be published on our website.

We encourage you to review this Privacy Notice periodically.