

Privacy Policy

Prepared for: TAUSPACE

Document Version: 1.0

Document Date: 01 October 2025

Approved by: ISMS Steering Committee

Owner: Data Protection Officer (Nadia Vadachia)

Next Review Date: 1 October 2026

Distribution: Public – Website; Internal – ISMS Repository

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1. Introduction

TAUSPACE (“we”, “our”, “us”) is committed to protecting the privacy and confidentiality of personal information in accordance with the Protection of Personal Information Act (POPIA), ISO 27001 Annex A.5.34, and international data-protection principles. This policy explains how we collect, use, store, and protect personal information obtained through our websites, platforms, and services.

2. Scope

This policy applies to all personal information processed by TAUSPACE, including that of clients, suppliers, business partners, employees, contractors, applicants, and website visitors.

3. Information We Collect

Category	Examples
Identification details	Name, ID/passport number, company details
Contact information	Email, phone, address
Employment details	Job title, department, work history
Financial data	Billing or payment information
Technical information	Device IDs, IP address, browser type, usage analytics
Communications	Records of enquiries, support requests, correspondence

4. Purpose of Processing

We process personal information to:

- Provide and improve our services
- Communicate with clients and respond to enquiries
- Manage billing, contracts, and legal obligations
- Maintain network and information security
- Fulfil compliance requirements under ISO 27001 and POPIA
- Recruit and administer staff and consultants

5. Lawful Basis for Processing

Lawful Basis	Description
Consent	Given freely by the individual
Contractual necessity	Required to fulfil a contract
Legal obligation	Mandated by law
Legitimate interest	Necessary for business operations

6. Data Sharing and Disclosure

TAUSPACE may share personal information only when necessary with:

- Service providers and partners under confidentiality agreements
- Regulators when legally required
- Infrastructure hosting such as Google Cloud (meets ISO 27001 and SOC 2 standards)

We do not sell or lease personal information.

7. International Transfers

Where data is transferred outside South Africa, TAUSPACE ensures adequate protection through:

- Binding corporate rules
- Standard contractual clauses
- Transfers to jurisdictions with equivalent protection

8. Data Retention

Personal data is retained only as long as necessary for business, legal, or contractual purposes. After this, it is securely deleted or anonymized in line with our Information Retention and Disposal Policy.

9. Data Security

TAUSPACE implements comprehensive security controls including:

- Full-disk encryption on endpoints (ESET FDE)
- Multi-factor authentication and role-based access control
- Network and firewall protection
- Continuous monitoring and incident-response processes
- Regular ISO 27001 internal audits and vulnerability assessments

10. Data Subject Rights

Under POPIA and applicable laws, individuals have the right to:

- Access their personal information
- Request correction or deletion
- Object to processing or withdraw consent
- Request details on third-party disclosures

Requests can be sent to the Data Protection Officer.

11. Cookies and Website Tracking

Our websites may use cookies or analytics tools to improve functionality and user experience. You can control cookie preferences via browser settings.

Policy Updates

We may update this Privacy Policy periodically to reflect legislative or operational changes. Updates will be published on our website with the latest effective date.

12. Contact Information

Company	TSDigital (Pty) Ltd
Data Protection Officer	Nadia Vadachia
Email	[Insert email if provided]
Telephone	+27 10 140 6574
Website	[Insert website if provided]

13. Compliance Reference

Standard/Law	Reference
POPIA	Act 4 of 2013
ISO 27001:2022	Annex A.5.34 (Privacy and PII Protection)
GDPR	Articles 5–13
SOC 2	Trust Services Criteria – Confidentiality & Privacy