

POLICY DOCUMENT

Privacy Policy

How we collect, use, store and protect your personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA).

Effective date: 20 October 2026

1. Who we are

Letacom (Pty) Ltd (Registration No. 2023/189890/07) is the responsible party for personal information processed through this website and in the course of providing our services. Our Information Officer is the company director, who can be contacted at hello@letacom.co.za.

2. Information we collect

- **Enquiry information:** your full name, email address, telephone number (optional), the service you select and the content of your message, when you use our enquiry form or contact us.
- **Client information:** business name, billing contact, billing address and VAT number (if applicable), when we issue quotations and invoices.
- **Payment records:** payment amounts, dates and references. We do not collect or store card numbers. Card payments, once available, will be processed by a PCI DSS compliant payment gateway.
- **Technical information:** standard server logs (such as IP address, browser type and pages requested) generated by our hosting provider for security and performance purposes.

We do not use advertising or tracking cookies on this website.

3. Why we use your information

- To respond to enquiries and prepare quotations.
- To deliver services and digital products, and to provide support.
- To issue invoices, record payments and process refunds.
- To meet legal, tax and accounting obligations.
- To protect our website against abuse, fraud and spam.

We process personal information on the basis of your consent, to conclude or perform a contract with you, to comply with legal obligations, or for our legitimate interests in running a secure business. We do not sell or rent personal information, and we do not send marketing messages without your consent.

4. Sharing your information

We share personal information only with operators who process it on our behalf and under appropriate obligations of confidentiality and security, namely:

- our website hosting provider;
- our email delivery provider, used to deliver enquiry notifications to us;
- our bank and, once active, our payment gateway, to process payments;

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<https://letacom.co.za/privacy-policy>

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- our accountants and professional advisers, where required.

We disclose personal information to authorities only where required by law.

5. Cross-border transfers

Some of our service providers (such as hosting and email providers) store data outside South Africa. We use only providers that are subject to laws, binding agreements or policies providing a level of protection substantially similar to POPIA, as required by section 72 of POPIA.

6. Retention

- Enquiries that do not become projects are deleted within 12 months.
- Client, invoice and payment records are retained for at least 5 years, as required by tax and company law.
- Project files are retained for the duration of the engagement and a reasonable period afterwards for support purposes, unless you ask us to delete them.

7. Security

This website is served over HTTPS (TLS encryption). Access to client information is limited to authorised personnel, protected by strong passwords and multi-factor authentication where available, and stored with reputable providers. If a security compromise affects your personal information, we will notify you and the Information Regulator as required by section 22 of POPIA.

8. Your rights

Under POPIA you have the right to:

- ask whether we hold your personal information and request access to it;
- request correction or deletion of inaccurate, irrelevant or outdated information;
- object to processing on reasonable grounds and withdraw consent at any time;
- object to direct marketing;
- lodge a complaint with the Information Regulator (inforegulator.org.za).

To exercise these rights, email hello@letacom.co.za. We respond within 30 days.

9. Children

Our services are aimed at businesses and adults. We do not knowingly collect personal information from children without the consent of a competent person.

10. Changes to this policy

We may update this policy from time to time. The latest version is always published on this page with its effective date.



Contact details

Letacom (Pty) Ltd (Registration No. 2023/189890/07), 47 Meadow Avenue, Equestria, Pretoria, Gauteng, 0184, South Africa. Email: hello@letacom.co.za. Telephone: +27 63 076 9938. Hours: Monday to Friday, 08:00 to 17:00 (SAST).

APPROVED AND SIGNED ON BEHALF OF LETACOM (PTY) LTD



Comfort Vhurudzai
Director, Letacom (Pty) Ltd

20 October 2026

Date

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