

POPIA Compliance Policy

Effective Date: [Date]

Last Updated: [Date]

1. Introduction

Inspo Creations ("we", "our", or "us") is committed to protecting the privacy and personal information of our customers, suppliers, employees, and website visitors.

We process personal information in accordance with the Protection of Personal Information Act, 4 of 2013 (POPIA), and other applicable South African legislation.

This policy explains how we collect, use, store, protect, and disclose personal information.

2. Responsible Party

The Responsible Party for information collected through this website is:

Business Name: Inspo Creations

Website: <https://www.inspocreations.co.za>

Email: [support@inspocreations.co.za]

Telephone: [Phone Number]

Physical Address: [Business Address]

3. Information We Collect

Depending on your interaction with our website, we may collect:

- Full name
- Company name
- Identity or registration number (where legally required)
- Email address
- Telephone number
- Delivery address

- Billing address
- IP address
- Browser information
- Device information
- Website usage statistics
- Purchase history
- Communication history

We only collect information that is necessary for legitimate business purposes.

4. How We Collect Information

Personal information may be collected when you:

- Place an order
 - Create an account
 - Subscribe to newsletters
 - Complete contact forms
 - Request quotations
 - Contact customer support
 - Browse our website
 - Accept website cookies
-

5. Purpose of Processing

Your information may be processed to:

- Process customer orders
 - Deliver purchased products
 - Provide customer support
 - Verify customer identity where necessary
 - Process secure online payments
 - Prevent fraud
 - Improve our services
 - Send order updates
 - Comply with legal obligations
 - Maintain accounting and taxation records
 - Respond to enquiries
 - Send marketing communications where consent has been provided
-

6. Lawful Basis for Processing

We process personal information where:

- You have provided consent
 - Processing is necessary to perform a contract
 - Processing is required by law
 - Processing protects your legitimate interests
 - Processing supports our legitimate business interests without infringing your rights
-

7. Payment Information

Inspo Creations does **not** collect, process or store credit card or debit card information.

All online payments are securely processed through Payfast using encrypted payment technology that complies with PCI DSS security standards.

8. Sharing Personal Information

We may share information only where necessary with:

- Payment providers
- Courier companies
- Website hosting providers
- IT service providers
- Professional advisers
- Regulatory authorities
- Law enforcement agencies where legally required

We do not sell or rent personal information.

9. International Transfers

Where information is transferred outside South Africa, we ensure that adequate security safeguards are in place and that recipients provide an appropriate level of data protection.

10. Information Security

We implement appropriate technical and organisational security measures, including:

- SSL website encryption
- Secure web hosting
- Firewall protection
- Malware protection
- Strong password policies
- Role-based access controls
- Secure backups
- Software updates
- Limited staff access
- Monitoring for suspicious activity

While every reasonable precaution is taken, no online system can guarantee absolute security.

11. Data Retention

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

- Fulfil contractual obligations
- Comply with legal requirements
- Resolve disputes
- Maintain financial records
- Enforce agreements

Information that is no longer required will be securely deleted or anonymised.

12. Cookies

Our website uses cookies to:

- Improve website functionality
- Remember user preferences
- Analyse website traffic
- Improve customer experience

You may disable cookies through your browser settings, although certain website features may not function correctly.

13. Marketing Communications

We will only send promotional emails where:

- You have subscribed;
- You have given consent; or
- We are otherwise legally permitted to do so.

You may unsubscribe at any time using the unsubscribe link or by contacting us directly.

14. Your Rights under POPIA

You have the right to:

- Request access to your personal information.
- Request correction of inaccurate information.
- Request deletion where legally permissible.
- Object to certain processing activities.
- Withdraw consent at any time.
- Lodge a complaint with the Information Regulator.
- Request a copy of the personal information we hold.

Requests should be submitted using the contact details below.

15. Data Breaches

Should a security breach occur that may compromise your personal information, Inspo Creations will:

- Investigate the incident immediately;
 - Take appropriate corrective action;
 - Notify affected individuals where required by POPIA; and
 - Notify the Information Regulator where legally required.
-

16. Children's Information

Our website is not intended for persons under the age of 18.

We do not knowingly collect personal information from children without appropriate parental or legal guardian consent.

17. Third-Party Websites

Our website may contain links to third-party websites.

We are not responsible for the privacy practices of external websites.

18. Updating Personal Information

If your information changes, please contact us so we can keep your records accurate and up to date.

19. Policy Updates

We may amend this policy from time to time to reflect changes in legislation or our business operations.

The latest version will always be available on our website.

20. Contact Information

For any POPIA-related enquiries or requests, please contact:

Inspo Creations

Website: <https://www.inspocreations.co.za>

Email: support@inspocreations.co.za

Telephone: [Phone Number]

Physical Address: [Business Address]

21. Information Regulator (South Africa)

If you believe your personal information has been handled unlawfully, you may lodge a complaint with the Information Regulator (South Africa).

Website: <https://www.justice.gov.za/infoereg/>

Email: POPIAComplaints@inforegulator.org.za

General Enquiries: enquiries@inforegulator.org.za

Telephone: 010 023 5200

22. Acceptance

By accessing or using this website, you acknowledge that you have read and understood this POPIA Compliance Policy and agree to the collection and processing of your personal information as described herein.