

PRIVACY POLICY



RGH Attorneys is committed to protecting your privacy and ensuring compliance with the Protection of Personal Information Act, 2013 (POPIA) and other applicable data protection laws in South Africa. This Privacy Policy explains how we collect, use, disclose, store, and protect your personal information. It also outlines your rights regarding your personal information.

1. Scope of this Privacy Policy

This Privacy Policy applies to all personal information collected by RGH Attorneys ("we," "us," or "our") through our website ([www.rghattorneys.com]), services, products, or other interactions with you, whether online or offline. This policy applies to all individuals whose Personal Information we process, including customers, employees, suppliers, and other stakeholders.

2. Definitions

Personal Information: Information relating to an identifiable, living, natural person, or an identifiable, existing juristic person, as defined under POPIA. This includes, but is not limited to, names, contact details, identity numbers, financial information, and other identifiable data.

Processing: Any operation or activity concerning personal information, including collection, storage, use, dissemination, or destruction.

Data Subject: The person to whom the personal information relates (i.e., you).

3. Information We Collect

We may collect the following types of personal information, depending on the nature of our interaction with you:

Identity Information: Name, surname, identity number, date of birth, or other identifiers.

Contact Information: Email address, telephone number, postal or physical address.

Financial Information: Bank account details, payment information, or billing records.

Demographic Information: Age, gender, or other demographic data.

Online Information: IP address, cookies, browsing history, or device information when you visit our website.

Other Information: Any other information you voluntarily provide, such as feedback, survey responses, or correspondence.

We collect this information directly from you (e.g., when you fill out forms, contact us, or use our services) or indirectly (e.g., through automated technologies like cookies or third parties, where permitted).

Our top priority is customer data security, and, as such, we may process only minimal user data, only as much as it is absolutely necessary to maintain the website. Information collected automatically is used only to identify potential cases of abuse and establish statistical information regarding website usage. This statistical information is not otherwise aggregated in such a way that it would identify any particular user of the system.

You can visit the website without telling us who you are or revealing any information, by which someone could identify you as a specific, identifiable individual. If, however, you wish to use some of the website's features, or you wish to receive our newsletter or provide other details by filling a form, you may provide Personal Information to us, such as your email, first name, last name, city of residence, organization, telephone number. You can choose not to provide us with your Personal Information but then you may not be able to take advantage of some of the website's features. For example, you won't be able to receive our Newsletter or contact us directly from the website. Users who are uncertain about what information is mandatory are welcome to contact us via rhiggslaw1@gmail.com.

4. How We Collect Personal Information

We collect personal information through:

Direct interactions, such as when you complete forms, sign up for services, or communicate with us.

Automated technologies, such as cookies or analytics tools on our website (subject to your consent where required).

Third parties, such as service providers, business partners, or public sources, where lawful and with appropriate safeguards.

5. Purpose of Processing Personal Information

We process personal information for the following purposes, in compliance with POPIA:

To provide, manage, and improve our products or services.

To process transactions, payments, or orders.

To communicate with you, including responding to inquiries or sending updates.

To comply with legal obligations, such as tax or regulatory requirements.

To market our products or services (where you have consented or where permitted by law).

To ensure the security of our systems, prevent fraud, or protect our rights and property.

To fulfill contractual obligations with you or third parties.

For other purposes disclosed to you at the time of collection or as permitted by law.

We will only process personal information for the purpose for which it was collected or for a purpose compatible with the original purpose, unless we obtain your consent or as required by law.

6. Legal Basis for Processing

We process personal information based on one or more of the following legal grounds under POPIA:

Consent: Where you have given clear consent for us to process your personal information for a specific purpose.

Contract: Where processing is necessary to fulfill a contract with you.

Legal Obligation: Where processing is required to comply with a legal obligation.

Legitimate Interest: Where processing is necessary for our legitimate interests or those of a third party, provided your rights and freedoms are not overridden.

Protection of Vital Interests: Where processing is necessary to protect your life or the life of another person.

7. Sharing of Personal Information

We may share your personal information with:

Service Providers: Third parties who provide services on our behalf, such as IT providers, payment processors, or marketing agencies, under strict confidentiality agreements.

Business Partners: Where necessary to provide our services or fulfill a contract, with appropriate safeguards.

Legal Authorities: When required by law, such as in response to a court order or regulatory request or where we are required to do so by law or by our risk management and compliance program.

Other Parties: With your consent or as permitted by law (e.g., in the case of a business transfer or merger).

8. Cross-Border Transfers

If we transfer your personal information outside South Africa, we will ensure that appropriate safeguards are in place, such as:

The recipient is subject to a law, binding corporate rules, or agreement that provides an adequate level of protection in line with POPIA.

You have provided consent for the transfer (to the extent lawfully necessary).

The transfer is necessary to perform a contract with you or for your benefit.

9. Data Security

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, loss, misuse, or alteration.

We secure information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use, or disclosure. We keep reasonable administrative, technical, and physical safeguards to protect against

unauthorized access, use, modification, and personal data disclosure in its control and custody. However, no data transmission over the Internet or wireless network can be guaranteed

10. Retention of Personal Information

We retain personal information only for as long as necessary to fulfill the purposes for which it was collected, comply with legal obligations, or resolve disputes. When personal information is no longer needed, we will securely delete or anonymize it in accordance with POPIA.

11. Legal disclosure

We will disclose any information we collect, use or receive if required or permitted by law, such as to comply with a subpoena or similar legal process or which is required by applicable law to be disclosed, and when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request

12. Your Rights

Under POPIA, you have the following rights regarding your personal information:

Access: Request access to the personal information we hold about you.

Correction: Request correction of inaccurate or incomplete personal information.

Deletion: Request deletion of your personal information, subject to legal obligations.

Objection: Object to the processing of your personal information for certain purposes, such as direct marketing.

Restriction: Request restriction of processing in certain circumstances.

Data Portability: Request a copy of your personal information in a structured, commonly used, and machine-readable format (where applicable).

Withdraw Consent: Withdraw your consent to processing at any time, where processing is based on consent.

To exercise these rights, please contact our Information Officer at [insert contact details]. We may require proof of identity to process your request. We will respond within a reasonable time, as required by POPIA.

13. Direct Marketing

We may use your personal information for direct marketing purposes, such as sending you promotional communications, only if:

You have given your consent (e.g., by opting in); or

You are an existing customer, and we provide you with an opportunity to opt out.

You may opt out of direct marketing at any time by contacting us or using the unsubscribe link in our communications.

14. Cookies and Tracking Technologies

Our website may use cookies and similar technologies to enhance your experience, analyze usage, or deliver personalized content. You can manage your cookie preferences through your browser settings or our cookie consent tool. For more details, please see our Cookie Policy.

15. Links to other websites:

Our website may contain links to other websites that are not owned or controlled by us. Please be aware that we are not responsible for such other websites or third parties' privacy practices. We encourage you to be aware when you leave our website and read the privacy statements of each website that may collect personal information

16. Complaints

If you believe we have not handled your personal information in accordance with POPIA, you may lodge a complaint with our Information Officer at rhiggslaw1@gmail.com with a copy to rhiggslaw@outlook.com. You also have the right to lodge a complaint with the Information Regulator:

Information Regulator (South Africa)

Address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

Email: PAIAComplaints@info regulator.org.za;

Website: www.info regulator.org.za

17. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The updated policy will be posted on our website with the effective date. We encourage you to review this policy periodically.

18. Contact Us

For any questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact our Information Officer:

Information Officer: Richard Higgs

Email: rhiggslaw1@gmail.com with a copy to rhiggslaw@outlook.com