

Clients of The Copy Lab, and persons accessing the thecopylab.net websites subject themselves to and agree to The Copy Lab privacy policy, as set out below.

Introduction

We respect your privacy and take it very seriously. We are The Copy Lab, and this is our plan of action for the protection of your personal information. It describes how we collect, use, disclose, and store your personal information.

Application

This policy applies to you when you visit our website, use our application, or make use of our services as a customer.

Personal information

Scope. Your personal information includes information we collect:

- automatically when you visit our website or use our application;
- on registration or submission;
- on application for our services; or
- you provide voluntarily.

It excludes anonymous, de-identified, statistical, and public information.

Your obligations.

You may only send us your own personal information or someone else’s personal information if you have their permission to do so.

Acceptance and changes

Acceptance.

You may not apply for any of our products or services, nor submit any forms if you do not accept this policy or any changes to it.

Changes.

We may change this policy at any time and will notify you of the changes on our website, through our application, or by email. The changed policy applies to you if you continue using our website, our application, or our products or services following the notification.

Collection

Automatically through website.

When you visit our website, we automatically collect your Internet usage information (including your IP address, browser details, and usage information) through your browser, which we may use to display our website correctly, track your activities on it, or for other necessary purposes.

Automatically through application.

When you use our application, we automatically collect your application usage information (including your operating system version and other relevant system information) through analytics software and other technologies, which we may use to optimise our offering to you.

On registration or submission.

We may ask you to provide us with certain identifying information (including your first name, surname, and email address) when you register on or otherwise submit information through our website or application.

On application for our services.

We ask you (or a third party) to provide us with certain information when you apply for our products or services.

Voluntarily.

We may ask you to provide us certain optional information on a voluntary basis.

Consent to collection.

We will get your consent to collect your personal information in accordance with applicable law when you provide us with it.

Purpose for collection.

We may process your information that you provide to us for the purposes that you indicated when you agreed to provide it to us. Processing includes gathering your personal information, disclosing it, and combining it with other personal information.

Use

Processing.

We may process your personal information to fulfil our obligations to you.

Cookies.

We may place small text files on your device when you visit our website that allow us to provide you with a personalised experience by associating your personal information with your device. They let us remember your preferences, allow third parties to provide services to you, and otherwise serve useful purposes for you. Your internet browser generally accepts them automatically, but you can often change this setting or delete them manually. However, we won’t be able to provide you with access to certain aspects of our website where cookies are necessary if you do so.

Messages.

We may use your identifying information to send you administrative and update messages about our website or application.

Promotional messages.

We will not send you promotional messages unless you have chosen to opt into them. But, we may send you one message asking you to opt into promotional messages without you having opted into promotional messages.

Targeted content.

We may use your personal information to provide you with targeted content through our website or application in a completely automated process.

Disclosure

Sharing.

We may share your personal information with third parties for the purposes of fulfilling our obligations to you, including with:

- other companies or divisions within our group;
- our contractors who help us meet our obligations to you, including those that help us understand your personal information; or
- get through an order; or
- third parties as required by applicable law.

Honour this policy.

We will require anyone that we share your personal information with to honour this policy whenever possible in terms of applicable law.

Mandatory disclosure.

We may disclose personal information to third parties if required for legal reasons, such as if required by the relevant authorities or a court order.

Marketing purposes.

We may disclose aggregate statistical information that we derive from your and other people’s personal information to our advertisers or business partners.

Personnel.

We may need to disclose personal information to our personnel to do their jobs, but will not do so unnecessarily.

Change of ownership.

We may assign our rights to the personal information we process to our new owners if our ownership changes for any reason.

Security

We take the security of personal information very seriously and always do our best to comply with applicable data protection laws. Our hosting companies will host our website, property management software, and any other applications in a secure server environment that uses a firewall and other advanced security measures to prevent interference or access from outside intruders. We implement disaster recovery procedures where appropriate.

Storage

Access.

You may ask us to provide you with a description of the personal information that we hold on you, correct or update it or delete it (provided that we do not need it to fulfil our obligations to you or applicable law does not require us to keep it). We will take all reasonable steps to verify your identity before doing so. We may charge a fee to recoup our costs associated with this request if there is a cost to us associated with it and provided that applicable law allows us to do so. Please contact us with your name and any other information needed to identify you correctly if you want access to information or want us to correct, update or delete it.

Accuracy.

We will do our best to keep your personal information that we collect accurate, complete, and up to date.

Participation.

We may ask you to update your personal information from time to time, but will take steps to verify your identity to prevent unauthorised access when doing so.

Retention. We will only keep your personal information for as long as is necessary to fulfil our obligations to you, unless you have given us permission to keep it longer or we are otherwise legally allowed to do so.

Transfer.

We may transfer your personal information outside of the country in which it was collected to a foreign country. You consent to us processing your personal information in a foreign country with less stringent data protection laws than the country in which it was collected.

General

Updating or removing.

You may update or remove your personal information:

- through our website or application; or
- by contacting us.

Limitation.

We are not responsible for anyone else’s privacy policies or practices.

Enquiries.

Please contact us by email at hello@thecopylab.net if you have any questions or objections about this privacy policy or how we handle your personal information.

Complaints.

The data subject has a right to lodge a complaint to the Information Regulator (email: infoereg@justice.gov.za / Tel: 010 023 5200, 082 746 4173).