INKSNAPP Privacy Policy

Effective Date: April 19, 2026

INKSNAPP PTY (LTD) (CIPC Registration No. **2025/830596/07**) ("INKSNAPP," "we," "us," or "our"), is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website (https://www.google.com/search?q=www.inksnaap.com), use our cloud services, or interact with us. We are located in South Africa and operate in compliance with the **Protection of Personal Information Act, 2013 (Act No. 4 of 2013), known as the POPI Act.**

Please read this Privacy Policy carefully. If you do not agree with the terms of this Privacy Policy, please do not access the website or use our services.

1. Information We Collect

We may collect personal information that identifies, relates to, describes, or is capable of being associated with you. This includes:

1.1. Information You Voluntarily Provide:

- **Contact Data:** Your name, email address, postal address, phone number, and company details when you create an account, make an enquiry, subscribe to our newsletter, or contact support.
- **Account Credentials:** Usernames, passwords, and security questions used to access our services.
- **Financial Data:** Payment card details or other billing information (processed by secure third-party payment gateways; we do not store sensitive payment card information directly).
- **Communications:** Records of your correspondence with us, including through Nextcloud Talk, email, or other channels.

1.2. Information Collected Automatically:

- **Usage Data:** Information about how you access and use our website and cloud services, including your IP address, browser type, operating system, pages viewed, time spent, and links clicked.
- **Device Data:** Information about the device you use to access the Service, such as device ID, mobile network information, and unique device identifiers.
- **Log Data:** Server logs may include details of how you used our services, device event information, IP address, and system activity.
- **Cookies and Tracking Technologies:** We use cookies and similar tracking technologies (e.g., pixels, web beacons) to track activity on our Service and hold certain information to enhance your experience, analyze trends, administer the website, track users' movements around the website, and gather demographic information. You can control the use of cookies at the individual browser level.

1.3. Information from Third Parties:

- We may receive information about you from third-party service providers (e.g., payment processors, analytics providers) in accordance with their privacy policies.

2. How We Use Your Information

We use the information we collect for various purposes, including:

- **To Provide and Maintain the Service:** To operate and deliver the **INKSNAPP Cloud** services you request, including managing your account, providing customer support, and processing transactions.
- **To Improve Our Services:** To understand how our services are used, diagnose technical problems, and develop new features and offerings.
- **For Communication:** To send you service-related announcements, security alerts, updates, and promotional communications.
- **For Security:** To maintain the safety, security, and integrity of our Service, prevent fraud, and enforce our terms and conditions.
- **For Personalization:** To tailor your experience on our website and services.
- **For Legal Compliance:** To comply with applicable laws, regulations, legal processes, and governmental requests.

3. Disclosure of Your Information

We may share your personal information in the following situations:

- **With Service Providers:** We may share your information with third-party vendors, consultants, and other service providers who perform services on our behalf (e.g., payment processing, hosting, analytics). These providers are contractually obligated to protect your information and use it only for the purposes for which it was disclosed.
- **Business Transfers:** In connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.
- **For Legal Reasons:** If required to do so by law or in response to valid requests by public authorities (e.g., a court or government agency).
- **With Your Consent:** We may disclose your personal information for any other purpose with your explicit consent.

We do not sell or rent your personal information to third parties for their marketing purposes without your explicit consent.

4. Your Rights Regarding Your Information

Depending on your jurisdiction and subject to legal limitations, you may have the following rights regarding your personal information:

- **Right to Access:** You have the right to request access to the personal information we hold about you.
- **Right to Rectification:** You have the right to request that we correct any inaccurate or incomplete personal information.
- **Right to Erasure (Right to be Forgotten):** You may have the right to request the deletion of your personal information under certain circumstances.
- **Right to Object:** You have the right to object to the processing of your personal information in certain situations.
- **Right to Restrict Processing:** You have the right to request that we restrict the processing of your personal information in certain situations.
- **Right to Data Portability:** You have the right to receive your personal information in a structured, commonly used, and machine-readable format.

- **Right to Withdraw Consent:** Where we rely on your consent to process your personal information, you have the right to withdraw that consent at any time.

To exercise any of these rights, please contact us using the details provided in Section 10.

5. Security of Your Information

We use reasonable administrative, technical, and physical security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. This includes using encryption, firewalls, and secure server hosting. However, no method of transmission over the Internet or method of electronic storage is 100% secure. Therefore, we cannot guarantee its absolute security.

6. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes for which we collected it, including for the purposes of satisfying any legal, accounting, or reporting requirements. When your personal information is no longer needed, we will securely destroy or de-identify it.

7. International Data Transfers

As INKSNAPP operates from South Africa, your personal information will be primarily processed and stored within South Africa. In instances where we use third-party service providers located outside of South Africa, we will ensure that such transfers comply with the **POPI Act**, including implementing appropriate safeguards like contractual clauses or ensuring the receiving party is subject to laws providing an adequate level of protection.

8. Compliance with the Protection of Personal Information Act (POPI Act) of South Africa

As a South African entity (**INKSNAPP PTY (LTD)**), we are fully committed to upholding the principles and provisions of the **Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPI Act")**.

8.1. Our Role as Responsible Party:
INKSNAPP PTY (LTD) acts as a "Responsible Party" as defined by the POPI Act, meaning we determine the purpose and means of processing your personal information. When you utilize our cloud services to process personal information on behalf of your own clients or employees, you may be the Responsible Party, and INKSNAPP would act as your "Operator." In such cases, a separate Data Processing Agreement (DPA) will govern our responsibilities as an Operator.

8.2. Key POPI Act Principles We Adhere To:

- **Accountability:** We take responsibility for the personal information under our control.
- **Processing Limitation:** We collect and process personal information fairly, lawfully, and with your consent or other legal justification, limiting collection to what is necessary for our stated purposes.
- **Purpose Specification:** We collect information for specific, explicitly defined, and legitimate purposes.
- **Further Processing Limitation:** We ensure that further processing of personal information is compatible with the initial purpose of collection.
- **Information Quality:** We take reasonable steps to ensure that personal information is complete, accurate, not misleading, and updated where necessary.
- **Openness:** We are transparent about the types of information we collect and how we process it through this Privacy Policy.
- **Security Safeguards:** We implement appropriate technical and organizational measures to prevent loss, damage, unauthorized destruction, or unlawful access to personal information.
- **Data Subject Participation:** We respect your rights as a data subject, allowing you to access and correct your information as outlined in Section 4.

8.3. Information Officer:
Bernard Habig is the duly appointed Information Officer responsible for overseeing compliance with the POPI Act for INKSNAPP PTY (LTD).

- **Information Officer:** Bernard Habig
- **Contact:** habig@inksnapp.co.za

8.4. Lodging a Complaint:
If you believe that INKSNAPP has processed your personal information in a manner that is inconsistent with the POPI Act, you have the right to lodge a complaint with the Information Regulator (South Africa):

- **The Information Regulator (South Africa)**
- JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
- P.O Box 31533, Braamfontein, Johannesburg, 2017
- Complaints email: complaints.IR@justice.gov.za
- Enquiries email: inforeg@justice.gov.za
- Website: www.justice.gov.za/inforeg/

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will notify you of any material changes by posting the new Privacy Policy on our website and updating the **"Effective Date"** at the top. Your continued use of the Service after such changes constitutes your acceptance of the updated Privacy Policy.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us:

INKSNAPP PTY (LTD)

- **CIPC Registration No.: 2025/830596/07**
- **Email (General Support):** support@inksnapp.co.za
- **Business Address:** 14 East Street, Warden, 9890
- **Cell Number:** +27 61 181 6712