

Stasis Holdings Data Privacy Policy

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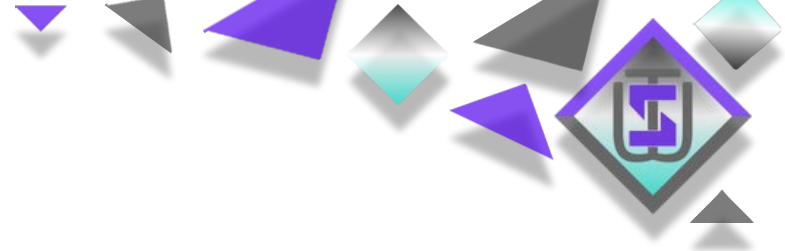
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1. INTERPRETATION

At Stasis Holdings (Pty) Ltd, your privacy is our priority. We are committed to safeguarding personal information entrusted to us and ensuring compliance with the Protection of Personal Information Act (POPIA) of South Africa, as well as international best practices such as the General Data Protection Regulation (GDPR).

This policy outlines how we collect, process, store, and protect personal information when using Zoho CRM, our customer relationship management system.

2. PERSONAL INFORMATION WE COLLECT

Through Zoho CRM, we may collect and process the following types of personal information:

- Identity & Contact Details: names, company details, email addresses, phone numbers, and job titles.
- Business Interaction Data: enquiries, quotations, service requests, contracts, meeting notes, and support tickets.
- Communication Preferences: opt-in status for marketing or service updates.
- Usage Records: correspondence history and service engagement details.

We collect only the information necessary to deliver our ICT services effectively and lawfully.

3. PURPOSE OF PROCESSING

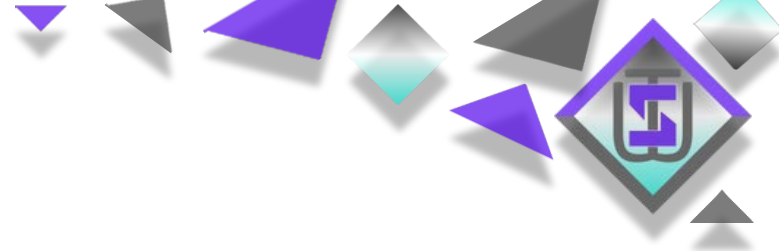
We use Zoho CRM to process personal information for the following purposes:

- To manage customer relationships and provide ICT support.
- To respond to enquiries, prepare proposals, and deliver services.
- To send service updates, newsletters, or marketing communications (with consent).
- To improve the quality of our service delivery.
- To comply with legal, tax, and contractual obligations.

4. LEGAL BASIS FOR PROCESSING

Under POPIA and applicable data laws, Stasis Holdings (Pty) Ltd processes personal information based on:

- Consent: where individuals opt in to communications.
- Contractual necessity: to provide products and services.
- Legitimate business interest: to maintain business operations and improve service.
- Legal obligation: where required by South African law.



5. DATA STORAGE AND SECURITY

Zoho CRM is hosted on secure, internationally accredited data centers (ISO 27001, SOC 2, GDPR-compliant). Stasis Holdings (Pty) Ltd enforces additional internal security measures, including:

- Role-based access to CRM data.
- Strong password and multi-factor authentication policies.
- Regular system monitoring and backups.
- Strict employee confidentiality agreements.

6. SHARING OF PERSONAL INFORMATION

We do not sell personal information. Information within Zoho CRM may only be shared:

- With trusted service providers who support our ICT operations (e.g., email, hosting, or integration services).
- With legal or regulatory authorities, disclosure is required by law.
- With your explicit consent, for specific business purposes.

All third parties are contractually required to uphold confidentiality and data protection standards.

7. DATA RETENTION

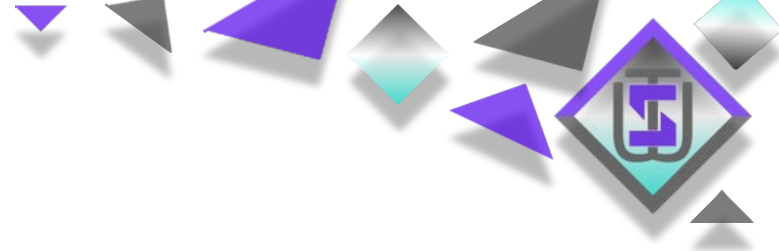
Stasis Holdings (Pty) Ltd retains personal information only as long as required to meet the purposes outlined above, contractual obligations, or statutory retention periods under South African law. Once data is no longer required, it is securely deleted or anonymised.

8. YOUR RIGHTS UNDER POPIA

You have the following rights regarding your personal information:

- Access: to request a copy of the personal information we hold.
- Correction: to update or rectify inaccurate details.
- Deletion: to request removal of data where no legal obligation prevents it.
- Objection: to restrict certain types of processing.
- Withdrawal of consent: to opt out of marketing communications at any time.

Requests may be submitted to our Data Protection Officer at info@stasisholdings.co.za.



9. POPIA SECTION 18 PRIVACY NOTICE

Stasis Holdings (Pty) Ltd is committed to protecting your personal information in compliance with the Protection of Personal Information Act (POPIA).

When you provide your personal details to us, we will:

- Collect only what we need – such as your name, contact details, and business information – for the purpose of providing ICT services, support, and communication.
- Use your information only for:
 - Responding to enquiries, quotations, and service requests.
 - Delivering ICT services and support.
 - Sending service updates, billing information, or marketing (with your consent).
 - Meeting legal and contractual requirements.
- Store your data securely in our systems, including Zoho CRM (with international ISO 27001 and GDPR compliance).
- Share data only when necessary – with trusted service providers supporting our operations or when required by law.
- Respect your rights under POPIA, which include the right to access, correct, delete, or object to the processing of your personal information.
- Not keeping your information longer than needed and will securely delete it once it is no longer required.

For privacy-related questions, concerns, or to exercise your POPIA rights, please contact:

Stasis Holdings (Pty) Ltd
Data Protection Officer
info@stasisholdings.co.za
+27 10 880 8895
www.stasisholdings.co.za

10. CROSS-BORDER DATA TRANSFERS

As Zoho CRM may host or process data in secure international data centers, Stasis Holdings (Pty) Ltd ensures that all cross-border data transfers comply with POPIA and are protected by appropriate safeguards.

11. POLICY UPDATES

This Privacy Policy may be updated periodically to reflect changes in regulations, technology, or our business practices. The latest version will always be available on www.stasisholdings.co.za.