

GDPR/POPI Act of South Africa Compliancy

THE PROTECTION OF PERSONAL INFORMATION ACT CUSTOMER PRIVACY NOTICE

Nexus Move Solutions is dedicated to protecting the privacy and personal information of our customers in accordance with the Protection of Personal Information Act (POPIA) and the General Data Protection Regulation (GDPR). We are committed to ensuring that your personal data is collected, used, and processed lawfully, transparently, and for legitimate business purposes only.

Collection and Processing of Personal Data:

We collect and process personal data, such as your name, contact details, and any other information you provide to us, for the following purposes:

- Processing requests for quotes, sending quotes, and contacting customers after quotes have been drawn up or to draw up a precise quote.
- Contacting customers who have requested to be contacted on the site.
- Responding to reviews, comments, questions, and complaints from customers and providing customer services.
- Creating and managing customers' personal accounts, allowing them to access certain features of the site.
- Conducting marketing operations, such as contacting customers with commercial offers and updates.
- Sending updates, newsletters, and conducting satisfaction surveys.
- Organising promotional operations and analysing personal data to provide customers with relevant commercial offers and information.
- Testing and improving the site and services offered.
- Managing requests for access, rectification, erasure, objection, restriction of processing, and data portability.

Recipients of Personal Data:

Your personal data may be received by authorised staff from the client, marketing, and/or commercial department of Nexus Move Solutions, as well as authorised staff of data processors used by Nexus Move Solutions who need to access the personal data to carry out their assignments, such as IT service providers and technical service providers. We undertake not to disclose your personal data to any other third party without your explicit and prior consent, except in certain circumstances, such as legal requirements or to protect our activities or you.

Retention Periods:

We retain your personal data for the period necessary to achieve the purposes for which it was collected and processed. Personal data used for marketing purposes is retained for three (3) years from collection, while personal data collected through cookies is retained for thirteen (13) months from collection. After these periods, we undertake to destroy your personal data or make it anonymous.

Marketing:

We offer a free service for subscribing to updates and newsletters. Unless you give your advance and express consent, we undertake not to use your personal data for marketing purposes, such as sending promotional messages, news, subscriptions to the newsletter, or any other operation related to the provision of information. You may withdraw your consent for receiving marketing messages at any time.

Your Rights:

Under the legislation concerning the protection of personal data, you have the following rights:

- The right of access to your personal data.
- The right to rectify any personal data about you that is inaccurate or incomplete.
- The right to object, if you have legitimate grounds for doing so, to the processing of your personal data.
- The right to restriction of processing, in certain circumstances.
- The right to data portability, to receive personal data you have provided to us and transmit it to another data controller.
- The right to erasure, to have your personal data erased, in certain circumstances.
- The right to withdraw your consent for the processing of your personal data.

Security of Personal Data:

We apply our best efforts by taking all appropriate measures to ensure the security and confidentiality of your personal data, to prevent them from being damaged or distorted, and to prevent unauthorised third parties from accessing and misusing it. We use technical and organisational measures to ensure an appropriate level of security for your personal data, such as access management, surveillance software, encryption, and regular assessments of protection methods.

Contact Information:

You can exercise your rights and contact us regarding any questions or concerns about the processing of your personal data by Nexus Move Solutions using the following contact details:

- By post: Nexus Move Solutions, 4 Venda Rd, Sebenza, Edenvale, 1610
- By email: info@nexusmove.co.za
- Or from our contact form on our website

We will make every effort to respond to your requests within a reasonable period and in compliance with the regulations in effect.

You also have the right to submit a claim to the relevant authority if you believe that Nexus Move Solutions has committed a breach of your rights with regard to personal data.

By using our services, you consent to the collection, use, and processing of your personal information as described in this statement.