



POPIA PRIVACY POLICY

Introduction:

At Freeflow we are committed to protecting the privacy of individuals who visit our website, use our services, or otherwise interact with us. This Privacy Policy describes how we collect, use, disclose, and protect your personal information in accordance with the South African Protection of Personal Information Act (POPIA) and the General Data Protection Regulation (GDPR).

Personal Information We Collect:

We collect personal information from you in a variety of ways, including:

- **Information you provide directly:** This may include your name, contact information (email address, phone number), company information, and any other information you provide when you contact us, request a quote, or use our services.
- **Information collected automatically:** This may include your IP address, browser type, operating system, device information, browsing activity on our website, and other usage data.
- **Information from third parties:** We may collect information about you from public sources and third-party service providers, such as background check companies, to the extent permitted by law.

How We Use Your Personal Information:

We use your personal information for the following purposes:

- To provide you with services and complete any transactions you request.
- To respond to your inquiries and requests for information.
- To improve our website and services.
- To comply with legal and regulatory requirements.
- To send you marketing and promotional materials, with your consent.



Sharing Your Personal Information:

We may share your personal information with third parties in the following circumstances:

- With service providers who assist us in providing our services, such as assessments etc
- With government agencies, regulatory bodies, or law enforcement officials as required by law.
- With other parties with your consent.

We will not share your personal information with third parties for their own marketing purposes without your consent.

Data Security:

We take appropriate technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no website or internet transmission is completely secure, and we cannot guarantee the security of your information.

Data Retention:

We will retain your personal information for as long as it is necessary to fulfill the purposes for which it was collected and to comply with legal and regulatory requirements.

Your Rights:

You have the following rights under POPIA and GDPR:

- The right to access your personal information.
- The right to rectify inaccurate or incomplete personal information.
- The right to erasure of your personal information.
- The right to restrict the processing of your personal information.
- The right to object to the processing of your personal information.



- The right to data portability.

You can exercise these rights by contacting us at Rista@FreeflowCoach.com

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

Rista@FreeflowCoach.com

Changes to this Privacy Policy:

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website.