



Morubetsi Projects (Pty) LTD
2020/929781/07

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Privacy Policy

FOR MORUBETSI PROJECTS

IT Services • Wireless Internet • Landline • CCTV

Morubetsi
Projects

Prepared By

**Advocate Maroga
Founder & CEO
Morubetsi Projects**

IMPORTANT INFORMATION

1. This Privacy Notice provides the core framework required under the Protection of Personal Information Act (POPIA).
2. Morubetsi Projects may expand or amend the contents of this notice at any time based on operational, legal, or regulatory requirements.

1. INTRODUCTION

This Privacy Notice explains how Morubetsi Projects (Pty) Ltd (“Morubetsi Projects”, “we”, “us”) collects, uses, stores, processes, and protects your personal information in accordance with POPIA.

By engaging with us, submitting your personal information, or using our services, you consent to the processing of your personal information as outlined in this notice.

2. WHO WE ARE

Morubetsi Projects is a telecommunications, ICT, software, and infrastructure services company offering (including but not limited to):

- ICT retail and hardware solutions
- Software development and digital services
- Website development
- Network infrastructure and installations
- Data services
- Logistics and related operational services

We provide these services to individuals, businesses, organizations, and institutions.

3. PERSONAL INFORMATION WE COLLECT

Morubetsi Projects collects and processes the following categories of personal information, where necessary:

- Full names and surname
- Contact numbers
- ID or passport number
- Physical or postal address
- Email address
- Business registration information (if applicable)
- Banking details (only when required for billing, refunds, or contractual purposes)
- Device, usage, and communication records (for support and service monitoring)

We only collect information that is necessary for our business operations and legal obligations.

4. HOW WE COLLECT YOUR PERSONAL INFORMATION

We collect your personal information in the following ways:

4.1 Provided Directly by You

You give us your information when you:

- Apply for our services
- Request quotations
- Communicate with us via phone, email, WhatsApp, website, or in person
- Enter into agreements
- Make payments
- Create accounts or use our digital services

4.2 Received Indirectly

We may receive information from:

- Third-party verification systems
- Credit bureaus (for fraud prevention and identity verification)
- Payment service providers
- Subcontractors or partners assisting in service delivery

We only use such information where legally permitted.

5. PURPOSES FOR PROCESSING YOUR PERSONAL INFORMATION

We process your personal information for the following legitimate business purposes:

- To identify and verify clients
- To assess service eligibility and prevent fraud
- To deliver, install, or maintain services
- To communicate project updates and technical support
- To prepare quotations, invoices, statements, and agreements
- To comply with legal and regulatory requirements
- To maintain accurate internal records
- To protect Morubetsi Projects from financial, operational, and contractual risks

We do not process information for unrelated or unlawful purposes.

6. SHARING OF PERSONAL INFORMATION

Morubetsi Projects does not sell or distribute your personal information.

We only share information with third parties when:

- Required by law or court order
- Necessary to fulfil a contract

- Necessary for service delivery (e.g., installers, logistics partners, or subcontractors)
- You provide explicit consent
- Required for fraud-prevention or verification processes

Every third party is contractually obligated to handle your information safely and in compliance with POPIA.

7. LEGAL BASIS FOR PROCESSING (POPIA)

We process your information based on the following lawful grounds:

- Your consent (you may withdraw at any time)
- Performance of a contract (quotations, service delivery, billing, support)
- Legal obligations (tax laws, regulatory reporting, compliance)
- Legitimate interests of Morubetsi Projects (fraud prevention, internal protection, operational efficiency)
- Protection of your legitimate interests when necessary

8. STORAGE AND SECURITY OF PERSONAL INFORMATION

Morubetsi Projects implements strict digital and physical security controls, including:

- Encrypted data storage
- Access control restrictions
- Secure communication channels
- Regular system monitoring
- Secure backups
- Staff confidentiality agreements

Retention Period

We retain your information for two (2) years after you stop using our services, unless the law requires longer retention.

After the retention period, your data is permanently and securely deleted.

9. YOUR RIGHTS UNDER POPIA

You have the right to:

- Request access to your personal information
- Request corrections or updates
- Request deletion where legally possible
- Object to processing
- Withdraw consent (where consent is the basis for processing)

Exercising these rights does not absolve you from outstanding contractual or financial obligations.

Requests are processed within one month, as permitted under POPIA.

10. CONTACT DETAILS – INFORMATION OFFICER

Information Officer: Octavia Ledwaba

Phone: 071 442 8153

Email: info@morubetsi.co.za

Physical Address: 43B Driekop, Ga-Mohlophi, 1129 Burgersfort Limpopo

11. HOW TO LODGE A COMPLAINT

If you believe Morubetsi Projects has mishandled your information, you may contact our Information Officer first.

If you are not satisfied, you may lodge a complaint with:

The Information Regulator (South Africa)

33 Hoofd Street

Forum III, 3rd Floor, Braamfontein

Braamfontein, Johannesburg, 2017

P.O. Box 31533
Braamfontein, Johannesburg, 2017
Email: complaints.IR@justice.gov.za

12. LIABILITY LIMITATION

- Morubetsi Projects is not liable for any loss resulting from incorrect personal information supplied by a client.
- Clients are responsible for ensuring their details are accurate and up to date.
- Morubetsi Projects is not responsible for system breaches beyond reasonable control, including cyber-attacks on third-party providers.
- Continued use of our services constitutes acceptance of this Privacy Notice.
- Failure to provide required personal information may result in service refusal, delays, or cancellation.