
Privacy Policy

1 Who are We

Registered Name: Plus Ecosystem Ventures (Proprietary) Limited trading as Kandua

Registration Number: 2022/321528/07

Registered Address: 1 Sportica Crescent, Tygervally, Bellville, Western Cape, 7500

Physical Address: Network Space, Suite 32 & 33, 1 Sturdee Avenue, Rosebank, 2196

referred to in this Privacy Policy as “Kandua”, “we”, “us” and / or “our”

2 Introduction

Kandua develops and operates a platform (“**Kandua Platform**”) that connects vetted, suitably qualified and skilled artisans of various trades to anyone who requires their services. The use of the Kandua Platform together with our website, mobi-sites, the content, software applications and the services made available to customers and service providers via the internet, mobile devices and / or any form of media constitutes the services we provide.

Kandua respects and acknowledges the importance of protecting your personal information and is committed to complying with applicable laws governing the processing of personal information. The purpose of this Privacy Policy is to explain the personal information we process when you use our services, how and why we process your personal information, how we use it, what security measures we have in place to safeguard your information and your rights with respect to your personal information, in compliance with the Protection of Personal Information Act 4 of 2013 (“**POPIA**” or the “**Act**”).

This Privacy Policy should be read in conjunction with our [Kandua User Terms and Conditions](#).

3 What is Personal Information

Personal information means any information relating to an identifiable, living, natural person and where it is applicable, an identifiable, existing juristic person such as a company, including but not limited to:

- (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- (b) information relating to the education or the medical, financial, criminal or employment history of the person;
- (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- (d) the biometric information of the person;
- (e) the personal opinions, views or preferences of the person;
- (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- (g) the views or opinions of another individual about the person; and
- (h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

4 Information that we process

We only process the minimum personal information that we consider necessary for ordinary business purposes which includes our obligations to comply with applicable laws and regulations. Depending on the business relationship we establish or intend to establish with you such as Pro, customer, employee, supplier, partner, etc., we may process different categories of your personal information. You can choose not to provide your personal information, however depending on the whether the requested personal information is mandatory for the purposes of establishing the business relationship, we may not be able to conclude or consider concluding a business relationship with you. You are free to browse our website without providing any personal information to us.

Depending on the type of business relationship we establish or intend to establish with you, the personal information that we process may include:

- names, identification and contact information of persons;
- information related to previous work, jobs, projects, etc. including but not limited to information that relates to references, reviews, descriptions, performance ratings, etc. as is applicable for the type of relationship being established or intending to be established;
- bank account information, as applicable.
- We may ask Pros for further information such as, gender, trade, specific skills, working preferences and other anecdotal biographical information as part of our terms of Service.

For quality control and training purposes, we may monitor or record your communication with our support team.

In addition to the information referred to above, we also use third party tracking software provided by Google Analytics to monitor your use of our website to enable us to further improve your use and the functionality of our website. This software enables us to monitor actions such as your key presses, mouse movements, clicks etc. No sensitive and / or personal information is recorded, however should you wish to opt out of the software being used, you are free to do so by [installing this software](#) and following the instructions there.

It is not standard practice for us to process special personal information about you, such as information relating to your health, religion, political beliefs, race or sexual orientation, except with your express consent.

Kandua does not knowingly collect personal information from children (individuals under the age of 18). If you are under the age of 18 you may not use our Service and please do not submit any personal information to us. We will delete any personal information of children immediately upon becoming aware of it.

5 How we collect personal information

We may collect your personal information in a variety of ways when you interact with us, including when:

- you engage us to provide our products and / or services;
- we respond to your inquiries and requests;
- as a result of communications between you and our representatives;
- we obtain feedback from you about our products and services;
- we conduct our administrative and business functions;
- you subscribe to our mailing lists and newsletters;

- we market our solutions and services to you; or
- you apply or are employed with us.

We may also collect your personal information:

- from business partners with whom we offer co-branded services or engage in joint marketing activities;
- from social platforms or networks when you give us permission to do so, or such information is available publicly as permitted by applicable laws. You are responsible for any public publishing of information including personal information (for example on a discussion forum). Please remember that this may mean third parties gaining access to that information, for which you will be responsible.

6 How we process your personal information

Depending on the type of business relationship we have or intend to establish with you such as Pro, customer, employee, supplier, partner, etc., we will only process the minimum personal information:

- as is necessary in connection with our obligations in terms of a contract;
- when it is necessary for our legitimate interests (or the legitimate interests of a third party), as permitted in terms of law; and
- in order to comply with any other legal obligations.

7 Sharing your personal information

We will only share your personal information in accordance with your consent and / or in the ordinary course of conducting our business, including to comply with applicable laws and regulations.

8 Transborder flow of information

It may be necessary for us to process your personal information in other countries in the ordinary course of conducting our business including the procuring of cloud services. We always ensure that personal information is processed in accordance with the POPIA and / or the General Data Protection Regulation (“GDPR”) guidelines and / or other applicable legislation in the respective country that guarantees an adequate level of data protection.

9 Security measures

Kandua is committed to protecting all personal information from misuse, loss, unauthorised access, modification or disclosure by using a combination of physical, administrative and technical safeguards and contractually requiring that any third parties to whom we disclose personal information in the ordinary course of business have sufficient safeguards in place to afford the same or similar protections.

Whilst Kandua makes every effort to secure its websites, you should note that the internet is not completely secure; thus when you submit or post personal information online, you should be aware that Kandua cannot guarantee the security of any personal information that you submit or post online and we cannot guarantee the security of any information or data which is transmitted over public or third party networks.

10 Direct Marketing

We do not provide your personal information to unaffiliated third parties for direct marketing purposes or sell, rent, distribute or otherwise make personal information commercially available to any third party.

You can choose whether you wish to receive marketing communications from us by email, SMS, social media platforms and phone. Even when you have agreed to this, you may opt out of receiving future marketing materials from us at any time and manage your communication preferences by:

- following the unsubscribe instructions included in each marketing email or SMS text message from us, or
- sending an email to info@kandua.com

including your details and a description of the marketing material you no longer wish to receive from us.

We will comply with your request as soon as is reasonably practicable. If you opt out of receiving marketing related communications from us, we may still send you administrative messages as part of your ongoing use of our services.

11 Cookies and similar technologies

When you access our website, we may use cookies (small text files containing a unique ID number which are placed on your PC or device) and similar technologies including scripts, embedded web links, web beacons, Local Shared Objects (flash cookies) and Local Storage (HTML 5). These technologies collect information that your browser sends to our websites including your browser type, information about your IP address (a unique identifier assigned to your computer or device which allows your PC or device to communicate over the Internet), together with the date, time and duration of your visit, the pages you view and the links you click. Your personal details, such as your name or phone number, are not stored in a cookie. You may set your computer browser to reject cookies, but this may preclude your use of certain parts of the service.

Our sites may also contain web beacons or similar technologies from third party analytics providers, through which they collect information about your online activities across our websites to help us compile aggregated statistics about the effectiveness of marketing campaigns or other business operations.

You can stop your browser from accepting cookies by changing the settings on your web browser. Be aware that restricting cookies may impact the functionality of our websites. We recommend that you allow cookies. On most browsers cookies are enabled by default. You can adjust the settings and options on your browser to disable or enable them or visit <https://www.aboutcookies.org> for detailed information about managing cookies on various browsers.

Third party vendors, including Google, may show Kandua ads on sites on the internet and use cookies to serve ads based on a user's prior visits to this website.

Users may opt out of Google's use of cookies by visiting the [Google advertising opt-out page](#).

12 Social Media

We operate and communicate through our designated channels, pages and accounts on some social media sites to inform, help and engage with our users. We monitor and record comments and posts made about us on these channels so that we can improve our services.

The general public can access and read any information posted on these sites. We are not responsible for any information posted on these sites other than the information posted by our designated officials. We do not endorse the social media sites themselves, or any information posted on them by third parties or other users.

When you engage with us through social media, your personal information may be processed by the site owner; this processing occurs outside of our control and may take place in a country outside South Africa that may have different privacy regulations.

We regularly update and monitor our social media accounts and welcome feedback and ideas sent to us through these channels. We try to join conversations whenever possible but cannot guarantee that we will read or reply to all messages sent to official Kandua social media accounts.

Consistent feedback and helpful suggestions will be given to the relevant people within the company for consideration, but we cannot guarantee that any feedback or suggestions will be acted upon by Kandua.

13 Links to third party websites and applications

Our websites may contain links to sites and applications operated by third parties. We make no representations or warranties in relation to the privacy practices of any third-party site or application and we are not responsible for any third-party content or privacy statements. Your use of such sites and applications is subject to the relevant third-party privacy statements.

14 Retention of your information

We retain your personal information for as long as is necessary to fulfil the purposes for which it was collected, or to comply with legal obligations, resolve disputes, protect our assets, or enforce agreements. Depending on the purpose, retention periods will vary. The criteria we use to determine retention periods include whether:

- we are under a legal, contractual or other obligation to retain personal information including pursuant to data retention laws, as part of an investigation or for litigation purposes;
- personal information is needed to provide our services including performance improvement and to maintain accurate business and financial records;
- you have consented to us retaining your personal information for a longer retention period, in which case, we will retain personal information in line with your consent.

15 Your rights

You can contact us at any time using the contact information provided in clause 17 below to exercise your rights. These rights are the following:

- The right to receive information about your personal information being processed and a copy of the processed data.

- The right to demand the rectification of inaccurate personal information or the completion of incomplete personal information.
- The right to demand the erasure of personal information.
- The right to demand the restriction of data processing regarding your personal information.
- The right to receive details of your personal information in a structured, commonly used and machine-readable format and to request the transmittance of this personal information to another responsible party.
- The right to object to the processing of data including your personal information.
- The right to withdraw a given consent at any time to stop data processing that is based on your consent.
- The right to file a complaint with the Information Regulator or any other competent supervisory authority.

We may ask for proof of identity before providing you with any information requested and reserve the right to refuse to provide information if we are not satisfied with the identification provided.

Should you have any complaints about how Kandua uses your personal information you are entitled to contact the Information Regulator to lodge a complaint. Such complaints can be directed to:

complaints.IR@justice.gov.za; or
inforeg@justice.gov.za.

16 Changes to our Privacy Policy

We may update this Privacy Policy from time to time. Any updates will be posted on our website, together with an updated revision date. Unless otherwise stated, any new Privacy Policy will supersede the previous one.

17 How to contact us

If you have any questions about how your personal information is processed by Kandua, if you have a privacy concern or you wish to make a complaint, please contact us at:

Email address: info@kandua.com

Contact telephone number: +27 62 760 0681 (business hours)

18 Validity and document management

This document is valid as of 30 September 2024.