



PRIVACY POLICY

Effective date: 1 January 2026 **Last updated:** 1 January 2026

1. Introduction

IntelliTalent respects your privacy and is committed to handling personal information responsibly.

This Privacy Policy explains how we collect, use, store, disclose and protect personal information when you visit our public website at intellitalent.co.za, contact us or book a demonstration of our recruitment platform.

In this Policy, “IntelliTalent”, “we”, “us” and “our” refer to The Benefitz Software Company (Pty) Ltd, registration number 2009/009773/07.

We aim to process personal information in accordance with applicable South African law, including the Protection of Personal Information Act 4 of 2013 (POPIA).

This Policy concerns our public website and the enquiries and demonstration bookings made through it. The processing of personal information through the IntelliTalent platform on behalf of customer organisations may also be governed by separate contractual and privacy arrangements.

2. Personal information we collect

The personal information we collect depends on how you interact with the Website.

2.1 Contact Us form

If you submit an enquiry through our Contact Us form, we may collect your name, email address, telephone number if you choose to provide it, and the contents of your message or any other information you choose to include.

We use this information to respond to your enquiry and take follow-up steps reasonably related to it.

Please avoid including sensitive or confidential information in a general website enquiry unless it is necessary for your request.

2.2 Book a Demo page

If you request a demonstration of the IntelliTalent platform, we may collect your name, email address, organisation or business details if requested, your selected appointment date and time, and any additional information you provide when arranging the demonstration.

Demonstration bookings are facilitated through a third-party booking service. That service may collect or process information directly through its booking interface and may have its own privacy policy and terms.

We use information associated with a booking to arrange, confirm and manage the demonstration and to communicate with you about it.

2.3 Information collected automatically

When you visit the Website, certain technical information may be collected automatically by our hosting provider, your browser or other services used by the Website. Depending on the configuration, this may include your IP address, browser and device information, pages visited and the time and date of visits, referring website information, and technical logs relating to website operation, security and performance.

The information actually collected will depend on the Website's configuration and the services enabled. We do not intend to collect more information than is reasonably necessary for the relevant purposes.

2.4 Cookies and similar technologies

The Website may use cookies, local storage or similar technologies for website functionality, security, preferences, analytics or third-party features.

The use of these technologies may change over time. Where required by law, we will obtain consent before using technologies that require consent.

You can manage or restrict cookies through your browser settings. Some features may not work as intended if certain technologies are disabled.

3. Why we use personal information

We may process personal information to respond to enquiries submitted through the Website; arrange and manage demonstration bookings; communicate with you about an enquiry or demonstration; provide information you have requested about IntelliTalent and its platform; operate, maintain, troubleshoot and secure the Website; prevent misuse, fraud or security incidents; meet applicable legal and regulatory obligations; and establish, exercise or defend legal claims where necessary.

We will not use your personal information for an unrelated purpose unless further processing is permitted by applicable law.

We will not add you to ongoing marketing communications merely because you submit a contact enquiry or book a demonstration. If we introduce marketing communications, we will address applicable legal requirements and provide appropriate ways to manage your preferences.

4. Lawful basis for processing

POPIA permits personal information to be processed where an applicable lawful justification exists.

Depending on the circumstances, our processing may be necessary to take steps at your request before entering into a potential business relationship, to pursue a legitimate interest, to comply with a legal obligation or to meet another lawful basis under POPIA.

Where consent is required, we will seek it in the appropriate manner. You may withdraw consent where processing is based on consent, although this will not affect the lawfulness of processing carried out before withdrawal or processing that has another lawful basis.

5. Whether providing information is voluntary

Providing personal information through the Contact Us form or Book a Demo page is generally voluntary.

However, if you do not provide information necessary to respond to your enquiry or arrange a demonstration, we may be unable to respond adequately or complete the booking.

Please provide only information relevant to the purpose for which you are contacting us.

6. Who may receive personal information

We may disclose personal information where reasonably necessary for the purposes described in this Policy, including to our authorised personnel; service providers who support the Website, hosting, communications, form processing or demonstration booking; professional advisers where necessary; and public authorities or other parties where disclosure is required or permitted by law.

Where a service provider processes personal information on our behalf, we will take reasonable steps to ensure that the arrangement includes appropriate safeguards as required by applicable law.

We do not sell personal information collected through the Website.

7. Third-party services and international processing

The Website may use third-party services, including Webflow for website hosting and Cal.com for demonstration bookings, together with any other services enabled from time to time.

These providers may process information in accordance with their own service arrangements and privacy policies. Depending on the service and its configuration, personal information may be processed or stored outside South Africa.

Where POPIA applies to a transfer of personal information outside South Africa, we will take the steps required by the Act.

You should also consult the privacy information provided by a third-party service when you interact directly with that service.

8. How long we retain personal information

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, subject to applicable legal, regulatory and operational requirements.

For example, we may retain enquiry and demonstration-booking information for sufficient time to respond, manage follow-up communications and maintain appropriate business records.

We may retain information for longer where required by law or where reasonably necessary to establish, exercise or defend legal claims.

When personal information is no longer required, we will take reasonable steps to delete it, destroy it or de-identify it, as appropriate.

Actual retention periods may depend on the type of information, the service used and any applicable legal requirements.

9. Information security

We take reasonable technical and organisational steps to protect personal information against loss, unauthorised access, disclosure, alteration or destruction.

These measures may include access controls, appropriate service-provider arrangements and other safeguards suited to the information being processed.

No method of electronic transmission or storage can be guaranteed to be completely secure. However, this does not remove our obligations under applicable law to take appropriate steps to protect personal information.

If a security compromise occurs, we will respond and notify affected persons or the relevant authority where required by law.

10. Your rights

Subject to applicable law and any relevant limitations, you may have the right to ask whether we hold personal information about you; request access to personal information we hold about you; request correction or deletion of information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained; object to certain processing of your personal information; withdraw consent where processing is based on consent; object to the use of personal information for direct marketing where applicable; and lodge a complaint with the Information Regulator of South Africa.

To exercise a right, please contact us using the details in section 13. We may need to verify your identity before responding. Some requests may be subject to lawful limitations.

You may also contact the Information Regulator through its official website: <https://inforegulator.org.za/>

11. Children's information

The Website is intended for business and general informational purposes and is not specifically directed at children.

Please do not submit a child's personal information through the Website unless there is a lawful reason to do so and any consent or authorisation required by law has been obtained.

12. Changes to this Privacy Policy

We may update this Policy from time to time to reflect changes in the Website, the services we use, our information-handling practices or applicable law.

The current version will be published on the Website with an updated "Last updated" date. We encourage you to review it periodically.

13. Contact details and privacy enquiries

For questions about this Policy or to exercise your rights concerning personal information, please contact:

The Benefitz Software Company (Pty) Ltd
Email: hello@intellitalent.co.za

14. Complaints

If you are dissatisfied with how we have handled your personal information, please contact us first so that we have an opportunity to address your concern.

You also have the right to lodge a complaint with the Information Regulator of South Africa. Current contact details and complaint procedures are available at <https://inforegulator.org.za/>.

Our contact details:

The Benefitz Software Company (Pty) Ltd
Email: hello@intellitalent.co.za