Privacy Policy

Last updated: 11 August 2026

1. Introduction

FINVOKE (Registration No. **2021/903884/07**) ("we", "us", "our", "the Firm") is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, share and protect personal information in compliance with the **Protection of Personal Information Act, 4 of 2013 ("POPIA")** and the **Electronic Communications and Transactions Act, 25 of 2002 ("ECT Act")**.

This Policy applies to personal information we collect through our website **www.finvoke.co.za**, in the course of providing outsourced accounting, CFO advisory, payroll and statutory compliance services, and through any other interaction you have with us.

2. Information Officer

In terms of POPIA, our Information Officer is:

- **Name: Cirsten Claassen**
- **Email: cirsten@finvoke.co.za**
- **Telephone: 071 896 3824**
- **Physical Address: 15 Beyers Office Park, 4210 Bosbok Road, Randpark Ridge, 2169**

The Deputy Information Officer is:

- **Name: Christelle Badenhorst**
- **Email: christelle@finvoke.co.za**
- **Telephone: 071 896 3824**
- **Physical Address: 15 Beyers Office Park, 4210 Bosbok Road, Randpark Ridge, 2169**

Any queries, requests, or complaints regarding the processing of your personal information should be directed to the Information Officer or the Deputy Information Officer.

3. What Personal Information We Collect

Depending on the nature of our engagement with you, we may collect:

a) Personal details: full name, ID number/passport number, date of birth, contact details, residential/business address.

b) Financial information: banking details, income and salary information, tax reference numbers, VAT numbers, financial statements, and transaction records.

c) Employment and payroll information: for clients using our payroll and UIF compliance services — employee names, ID numbers, salary details, UIF reference numbers, and related HR data submitted via platforms such as SimplePay and Sage Pastel Payroll.

d) Company and statutory information: company registration numbers, director and shareholder details, resolutions, and other records required for compliance with the Companies Act, 71 of 2008.

e) Website usage information: IP address, browser type, device information, and cookies (see our Cookie Policy for detail).

f) Communication records: correspondence, meeting notes, and records of instructions given to us.

Some of the above (e.g. ID numbers, financial information) may constitute **special personal information** or information relating to financial matters under POPIA, and is treated with heightened care.

4. How We Collect Personal Information

We collect personal information directly from you or your business (e.g. via engagement forms, email, meetings, or our website), from third parties acting on your instruction (e.g. your employees' payroll data), and from public sources such as CIPC where necessary for statutory compliance work.

5. Purpose of Processing

We process personal information to:

- Provide outsourced accounting, bookkeeping, payroll, CFO and compliance advisory services;
- Prepare and submit statutory returns (e.g. SARS, UIF, CIPC);
- Verify identity and comply with FICA and other regulatory obligations;
- Communicate with you regarding your account or engagement;
- Manage billing and payment;
- Improve our website and services; and
- Comply with our legal and regulatory obligations.

6. Lawful Basis for Processing

We process personal information on one or more of the following bases: your consent; the necessity of processing to perform a contract with you; compliance with a legal obligation (e.g. tax, UIF, or Companies Act requirements); and our legitimate business interests, provided these do not override your rights.

7. Sharing of Personal Information

We may share personal information with:

- Regulatory and statutory bodies (e.g. SARS, the UIF Commissioner, CIPC, the Information Regulator);
- Software and platform providers used to deliver our services (e.g. SimplePay, Sage Pastel Payroll, Xero, Intuit Quickbooks and Sage Accounting);
- Our professional advisors (e.g. auditors, legal counsel) where necessary;
- Banks or financial institutions, where required to complete an instruction (e.g. debit order verification); and
- Service providers who process data on our behalf under confidentiality and data processing agreements (operators, as defined under POPIA).

We do not sell personal information to third parties.

8. Cross-Border Transfers

Where personal information is transferred outside South Africa (for example, to a cloud service provider with servers hosted abroad), we will ensure the recipient is subject to a law, binding

agreement, or other mechanism that provides an adequate level of protection substantially similar to POPIA.

9. Retention of Information

We retain personal information only for as long as necessary to fulfil the purposes described in this Policy, or as required by law (for example, the Companies Act and tax legislation impose minimum record-keeping periods, generally five years or longer). Thereafter, information is securely deleted or anonymised.

10. Security of Information

We implement appropriate technical and organisational measures — including access controls, encryption, and secure storage — to protect personal information against loss, unauthorised access, alteration, or disclosure.

11. Your Rights

Under POPIA, you have the right to:

- Be notified that your personal information is being collected;
- Access the personal information we hold about you;
- Request correction or deletion of inaccurate, irrelevant, excessive, or unlawfully obtained information;
- Object to the processing of your personal information;
- Withdraw consent, where processing is based on consent; and
- Lodge a complaint with the **Information Regulator (South Africa)**.

Information Regulator contact details:

Email: **complaints.IR@justice.gov.za**

Website: www.justice.gov.za/inforeg/

12. Children's Information

We do not knowingly collect personal information from children without the consent of a parent or guardian, as required by POPIA.

13. Cookies

Our website uses cookies. Please refer to our Cookie Policy for full details.

14. Changes to this Policy

We may update this Privacy Policy from time to time. The updated version will be posted on our website with a revised "Last updated" date.

15. Contact Us

For any questions about this Privacy Policy or how we handle your personal information, please contact:

Finvoke

Email: **office@finvoke.co.za**

Telephone: **071 896 3824**

Address: **15 Beyers Office Park, 4210 Bosbok Road, Randpark Ridge, 2169**