



**THE PROTECTION OF PERSONAL INFORMATION ACT
CUSTOMER PRIVACY NOTICE**

**PLEASE READ THESE TERMS AND CONDITIONS
OF USE CAREFULLY BEFORE USING THIS SITE**

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”).

At Stroke Of Brilliance Pty (and including this website, POPIAct-Compliance) we are committed to protecting your privacy and ensuring that your personal information is collected and used properly, lawfully and transparently.

1. About the Company

Stroke Of Brilliance Pty.

2. The information we collect

We collect and process your personal information mainly to contact you for the purposes of understanding your requirements, and delivering services accordingly. For this purpose, we will collect contact details including your full name, contact number, and email address.

We collect information directly from you where you provide us with your personal details.

Where possible, we will inform you what information you are required to provide to us and what information is optional.

Website usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information.

3. How we use your information

We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes.

We use the information we collect and receive for the following general purposes:

- 3.1. to provide you with information, products or services you request from us;
- 3.2. to refer you to an appropriate third-party service provider;
- 3.3. to communicate with you;
- 3.4. to provide you with support; and
- 3.5. to provide effective advertising (for example to provide you with news, special offers and general information about other goods, services and events which we offer, that are similar to those that you have already hired or enquired about).

4. Disclosure of information

We don't sell your personal information to third parties for their marketing purposes.

We may disclose your personal information to a limited number of our employees and third-party service providers (other than those who we refer you to), who we assist you to interact with.

We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose your information:

4.1. Where we have a duty or a right to disclose in terms of law or industry codes;

4.2. Where we believe it is necessary to protect our rights.

5. Information Security

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will, on an ongoing basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

Our security policies and procedures cover:

- 5.1. Physical security;
- 5.2. Computer and network security;
- 5.3. Access to personal information;
- 5.4. Secure communications;
- 5.5. Security in contracting out activities or functions;
- 5.6. Retention and disposal of information;
- 5.7. Acceptable usage of personal information;
- 5.8. Governance and regulatory issues;
- 5.9. Monitoring access and usage of private information;
- 5.10. Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy, and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

6. Links to other websites

Our website or social media platforms may contain links to and from websites, mobile applications, or services of third parties, advertisers, or affiliates. Please note that we are not responsible for the privacy practices of such other parties and advise you to read the privacy statements of each website you visit that collects personal information.

7. Your Rights: Access to information

You have the right to request a copy of the personal information we hold about you. To do this please contact: bertus@strokeofbrilliance-sa.com and specify what information you require.

We will need a copy of your ID document to confirm your identity before providing details of your personal information.

8. Correction of your information

You have the right to ask us to update, correct or delete your personal information. We will require a copy of your ID document to confirm your identity before making changes to the personal information we may hold about you. We would appreciate it if you would keep your personal information accurate.

9. Definition of personal information

According to the Act “personal information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person.

Further to the POPI Act, COR Concepts also includes the following items as personal information:

- 9.1. All addresses including residential, postal, and email addresses.
- 9.2. Change of name – for which we require copies of the marriage certificate or official change of name document issued by the state department.

10. How to contact us

If you have any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us at bertus@strokeofbrilliance-sa.com.