

The Visa Lady Company • Website Privacy Policy

Website Privacy Policy

1. Introduction

Welcome to The Visa Lady Company (“we,” “us,” “our”). We respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and protect personal information on our website [**thevisaladycompany.com**] (“Website”).

2. Scope

This policy applies to all users of the Website and governs how we handle information submitted via the Website. It also describes your rights under applicable privacy laws, including South Africa’s Protection of Personal Information Act, No. 4 of 2013 (“POPIA”).

3. Information We May Collect

Personal Information (may include, but not limited to):

- Name
- Email address
- Contact number
- Telephone number
- Company name

Technical and Usage Information:

- IP address
- Browser and device type
- Operating system
- Pages visited and duration
- Referral source

Cookies and Tracking Technologies:

We use cookies and similar tracking technologies to enhance your experience, analyze usage, and for advertising. You can manage cookies via your browser settings.

4. How We Collect Information

We collect information when you submit a form and / or application, sign up for newsletters, interact with customer support, use the Website, or through automated tracking technologies.

5. Purpose and Legal Basis for Processing Personal Information

We process personal information to:

- Provide, maintain, and improve the Website
- Respond to enquiries and fulfil user requests
- Send marketing communications (with consent)
- Personalize content
- Detect and prevent fraud
- Comply with legal obligations under POPIA

The legal bases for processing include consent, contractual necessity, legitimate interests, and compliance with legal obligations.

6. Consent

By using the Website and providing personal information, you consent to the collection and processing of your information as described in this policy.

7. Use and Disclosure of Personal Information

We may disclose personal information to service providers acting on our behalf, analytics partners, legal authorities where required, and other third parties as required by law.

8. Transfers of Personal Information

Your personal information may be transferred outside South Africa. We ensure cross-border transfers comply with applicable data protection laws and adequate protections are in place.

9. Security

We implement reasonable administrative, technical, and physical safeguards to protect personal information. However, no method of transmission over the internet is 100% secure.

10. Data Retention

We retain personal information as long as necessary to fulfil the purposes for which it was collected and to comply with legal obligations.

11. Your Rights Under POPIA

You have the right to:

- Request access to your personal information
- Request correction or deletion
- Object to processing
- Withdraw consent

- Lodge a complaint with the Information Regulator of South Africa

To exercise these rights, contact **hello@thevisaladycompany.com**.

12. Third-Party Links

We are not responsible for the privacy practices of third-party websites linked on our Website.

13. Changes to this Policy

We may update this policy from time to time. Updates will be posted with a revised "Last Updated" date.

14. Contact Information

The Visa Lady Company

Email: **hello@thevisaladycompany.com**

Phone: **+27 (0)76 434 1980**