



THE ACCESS GROUP

100% Youth-Led Digital Consultancy · Rustenburg, South Africa

TAG - POLICY DOCUMENT 3

[POPIA Compliance](#) · [Privacy Policy](#) · [Cookie Policy](#) · [Regulatory Disclaimer](#) · [Social Media Policy](#)



POLICY CONTACT DIRECTORY

Use the correct email for your enquiry — our team monitors each inbox

Enquiry Type	Email Address	Response Time
General Enquiries & Orders	info@theaccessgroup.co.za	2 business days
Privacy & POPIA / Data Requests	privacy@theaccessgroup.co.za	30 calendar days
Compliance & Regulatory Matters	compliance@theaccessgroup.co.za	5 business days
Policy Questions & Legal Queries	policy@theaccessgroup.co.za	5 business days
Cancellations	cancellations@theaccessgroup.co.za	2 business days
Refund Requests	refunds@theaccessgroup.co.za	5 business days
Quality Complaints	complaints@theaccessgroup.co.za	5 business days
Billing & Invoice Queries	billing@theaccessgroup.co.za	2 business days
Career Applications	careers@theaccessgroup.co.za	7 business days
Media & Partnerships	partnerships@theaccessgroup.co.za	5 business days

Effective Date
17 June 2026

Jurisdiction
South Africa

Version
1.0 — FINAL

⚠ These policies have been prepared in good faith in accordance with the Consumer Protection Act 68 of 2008, the Electronic Communications and Transactions Act 25 of 2002, and the Protection of Personal Information Act 4 of 2013 (POPIA).



POPIA

POPIA COMPLIANCE STATEMENT

Our obligations and commitments under the Protection of Personal Information Act 4 of 2013

Responsible Party	The Access Group (Pty) Ltd
Information Officer	Lehlohonolo Mmeti Botlhale Mosito
Privacy Contact	privacy@theaccessgroup.co.za
Compliance Contact	compliance@theaccessgroup.co.za
Information Regulator	www.inforeg.org.za inforeg@justice.gov.za 010 023 5207

1. POPIA'S EIGHT CONDITIONS — HOW TAG COMPLIES

Condition	How The Access Group Complies
1. Accountability	Designated Information Officer responsible for POPIA compliance across all operations.
2. Processing Limitation	We collect only the minimum personal information necessary to deliver the purchased service.
3. Purpose Specification	Information is collected for stated purposes: service delivery, invoicing, communication, and regulatory compliance.
4. Further Processing Limitation	Personal information is not further processed in a way incompatible with the original collection purpose.
5. Information Quality	Reasonable steps are taken to ensure accuracy. Clients can update their information via the portal at any time.
6. Openness	Clients are informed at collection about what is collected, why, and how — via this policy and order communications.
7. Security Safeguards	Technical and organisational measures in place. Data on ISO 27001-certified Zoho infrastructure. PayFast is PCI DSS Level 1.
8. Data Subject Participation	Clients may access, correct, or request deletion of their data. Requests handled within 30 days.



2. SECURITY MEASURES

- Client data stored on Zoho One — ISO 27001 certified, SOC 2 Type II compliant, POPIA and GDPR-compatible data processing agreements in place.
- Client portal (Zoho Creator): role-based access control — each client sees only their own records.
- Payment processing exclusively via PayFast (Pty) Ltd — PCI DSS Level 1. TAG does not store, process, or transmit card numbers.
- Website traffic is encrypted via TLS/SSL (HTTPS) across all pages and the client portal.
- Data breaches: affected data subjects and the Information Regulator will be notified within 72 hours per POPIA Section 22.

3. DATA RETENTION SCHEDULE

Data Category	Retention Period	Legislative Basis
Client contact details	5 years post last interaction	CPA Section 86
Business documents (IDs, reg docs)	5 years after service completion	CIPC/SARS requirements
Financial records (invoices, payments)	5 years	Tax Administration Act 28 of 2011
Order and service records	5 years	Consumer Protection Act
Website analytics / cookie data	12 months	Digital analytics standard
Unsuccessful job applicant data	6 months	Employment Equity Act
Hired employee data	Duration + 5 years	Labour Relations Act
Marketing consent records	Until withdrawn + 1 year	POPIA Section 69

4. DATA SUBJECT RIGHTS

Your Right	What This Means
Right to Access	Request a copy of all personal information TAG holds about you. Responded to within 30 days.



Your Right	What This Means
Right to Correction	Request correction of inaccurate or incomplete information.
Right to Deletion	Request deletion, subject to overriding legal retention obligations.
Right to Object	Object to processing for direct marketing at any time.
Right to Complain	Lodge a complaint with the Information Regulator at infoereg.org.za .
Right to Data Portability	Request data in a portable format where technically feasible.

To exercise any of these rights, email privacy@theaccessgroup.co.za — Subject: "DATA SUBJECT REQUEST — [Your Name]". Include your name, contact details, and a description of your request. Response within 30 calendar days.

⚠ Before publishing: Register your Information Officer with the Information Regulator at www.infoereg.org.za. This is a legal requirement under POPIA Section 55.



PVY

PRIVACY POLICY

How we collect, use, store, and share your personal information

Contact	privacy@theaccessgroup.co.za
Response Time	30 calendar days for data subject requests
Legislation	POPIA Act 4 of 2013; ECT Act 25 of 2002

1. PERSONAL INFORMATION WE COLLECT

1.1 Information You Provide Directly

- Identity: full name, ID/passport number (regulatory submissions only)
- Business: business name, registration number, industry type, trading history
- Contact: email address, phone number, physical and postal address, province
- Financial: bank account details for EFT refunds only — not stored for payment processing
- Service documents: ID copies, proof of address, logos, portfolios, profiles, and financial statements — uploaded to client portal for service delivery
- Communications: emails, support tickets, live chat transcripts with TAG
- Career applications: CV, cover letter, qualifications, LinkedIn / portfolio URLs

1.2 Information Collected Automatically

- Website usage: pages visited, time on site, clicks, referring URL, browser type, device type, IP address (anonymised for analytics)
- Cookies: session identifiers, preferences, analytics data (see Cookie Policy, Section 7)
- Payment metadata: transaction reference and status from PayFast. TAG never receives or stores card numbers.

2. HOW WE USE YOUR INFORMATION

- To deliver your selected Access Box service, including facilitating regulatory submissions on your behalf;
- To process payment and issue TAX Invoices via Zoho Books and PayFast;
- To create and manage your client portal account and service delivery records;
- To communicate service status, document requirements, and support responses;
- To send transactional emails (confirmation, next steps, invoice, portal access);
- To send marketing communications — only with your explicit prior consent, opt-out available at any time;
- To comply with legal and regulatory obligations (CIPC, SARS, courts);
- To improve services and website experience through anonymised analytics;
- To process career applications through our careers portal;



- To enforce our Terms and protect our legal rights.

We do not sell, rent, or trade your personal information to third parties for marketing purposes. Ever.

3. WHO WE SHARE YOUR INFORMATION WITH

Recipient	Purpose and Legal Basis
CIPC	Company registration applications — Box 1 and Box 2 service delivery
SARS	Tax registration submissions — Box 1 service delivery
South African Banks	Business bank account applications — Box 1 (Growth/Premium tiers)
Creative Bodies (SAMRO, SAMPRA, NAC, etc.)	Body registrations — Box 2 service delivery
Domain Registrars	Domain and hosting setup — Box 4 and Box 6
PayFast (Pty) Ltd, Yoco, PayStack	Payment processing — name, email, and purchase details transmitted to complete payment
Zoho Corporation	Cloud infrastructure (CRM, invoicing, portal, WorkDrive) — operates as sub-processor under DPA
Couriers / Print Suppliers	Physical delivery of merchandise — Box 7 name and address only
Law Enforcement / Regulators	Only where required by South African law or court order

4. INTERNATIONAL TRANSFERS

Zoho Corporation may process and store data in data centres outside South Africa (USA, Europe, India). Zoho maintains GDPR compliance and standard contractual clauses, ensuring adequate protection per POPIA Section 72. PayFast and Yoco are South African companies processing payment data within South Africa under PCI DSS compliance.



COOKIE POLICY

How The Access Group uses cookies and tracking technologies

Cookies are small text files placed on your device when you visit www.theaccessgroup.co.za. They do not contain your payment details or ID number, and cannot execute programs. They allow the site to remember preferences, maintain your portal session, and collect anonymous analytics.

Cookie Type	Duration	Purpose
Essential / Functional	Session	Required for website and portal to operate — cannot be disabled. Includes session tokens and portal login state.
Google Analytics	Up to 12 months	Anonymised data: page views, session duration, bounce rate, traffic sources. No personally identifiable data.
Zoho SalesIQ	Session / 30 days	Live chat functionality and visitor behaviour. Anonymised unless visitor identifies themselves in chat.
Zoho Forms	Session	Maintains form state during the order process. Cleared when browser session ends.
Preference	Up to 12 months	Remembers UI settings and language preferences.
Marketing (optional)	Up to 12 months	Active only with explicit consent. Used for retargeting and campaign measurement on social platforms.

A cookie consent banner will appear on your first visit. You may accept all, accept essentials only, or customise. You may change preferences at any time via "Cookie Settings" in the website footer. Blocking essential cookies will prevent the portal login from functioning.



REG

REGULATORY SERVICES DISCLAIMER

Important notice for services involving third-party regulatory submissions

This disclaimer applies to all Access Box services involving submissions to, registrations with, or applications through South African government departments, regulatory bodies, statutory institutions, or third-party platforms. Affected boxes: Box 1 (CIPC, SARS, BBBEE, banks), Box 2 (CIPC, creative bodies, funding bodies), Box 4 (domain registrars, ZACR), Box 5 (CSD, procurement portals, GS1, Proudly SA), and Box 8 (trade desk, export authorities, international networks).

1. NATURE OF TAG'S ROLE

For all regulatory and third-party services, The Access Group acts as a facilitating agent only. We prepare, compile, and submit documentation on your behalf as instructed. We are not the decision-making authority. The outcome is determined solely by the relevant regulatory body, institution, or platform.

TAG does not guarantee the approval, success, or positive outcome of any regulatory submission, funding application, procurement registration, creative body membership, or international trade referral. All approval decisions rest exclusively with the relevant independent institution.

2. THIRD-PARTY DELAYS

Estimated timelines reflect TAG's internal processing and typical third-party processing under normal conditions. TAG accepts no liability for delays caused by: government system outages (CIPC e-Services, SARS eFiling); high application volumes at regulatory bodies; additional information requests from institutions; banking processing times; domain registrar delays; or event/summit schedule changes affecting Box 8 deliverables. TAG will communicate delays and continue to follow up on your behalf.

3. CLIENT RESPONSIBILITY FOR ACCURACY

All regulatory submissions depend on the accuracy of information and documents provided by the Client. If a submission is rejected due to inaccurate or incomplete Client-provided information, any resubmission costs will be borne by the Client.



SMD

SOCIAL MEDIA & MARKETING DISCLAIMER

Governing TAG's social media presence and marketing communications

1. SOCIAL MEDIA PLATFORMS

The Access Group maintains official profiles on Instagram, Facebook, LinkedIn, TikTok, and X (formerly Twitter). These platforms are operated by independent third parties. TAG is not responsible for their privacy practices, data handling, or content moderation. Third-party comments on TAG social pages do not represent TAG's views. TAG reserves the right to remove defamatory, offensive, or misleading content.

2. MARKETING COMMUNICATIONS AND POPIA SECTION 69

TAG sends marketing communications only to individuals who have given explicit prior consent, in accordance with POPIA Section 69. Every marketing email includes a functional unsubscribe link. Opting out removes you from all marketing lists within 5 business days. Transactional service emails (order confirmations, invoices, portal updates, next steps) are not marketing emails and continue regardless of marketing preferences, as they are required for service delivery.

3. TESTIMONIALS, PORTFOLIO, AND USER-GENERATED CONTENT

Client testimonials and portfolio content are published with explicit written consent. To request removal, email policy@theaccessgroup.co.za. TAG will remove content within 10 business days. If you tag or mention TAG on social media, you grant TAG a non-exclusive, royalty-free licence to reshare with attribution. Contact info@theaccessgroup.co.za if you do not wish your content reshared.



IO

INFORMATION OFFICER & CONTACT SUMMARY

Your complete reference for all policy and compliance contacts

1. DESIGNATED INFORMATION OFFICER

Information Officer	Lehlohonolo Mmeti
Deputy Information Officer	Botlhale Mosito
Role / Title	Directors
Information Regulator Reg No.	2026-005616
POPIA Email	privacy@theaccessgroup.co.za
Compliance Email	compliance@theaccessgroup.co.za
Business Address	Rustenburg, North West, South Africa
Response Time	Within 30 calendar days for data subject requests
Information Regulator	www.inforeg.org.za inforeg@justice.gov.za 010 023 5207

2. COMPLETE POLICY CONTACT DIRECTORY

Enquiry Type	Email Address	Response	Policy Section
General enquiries & orders	info@theaccessgroup.co.za	2 business days	T&C Section 9
Privacy / POPIA / data requests	privacy@theaccessgroup.co.za	30 calendar days	Privacy Policy
Compliance & regulatory matters	compliance@theaccessgroup.co.za	5 business days	POPIA Statement
Policy questions & legal queries	policy@theaccessgroup.co.za	5 business days	All policies
Cancellations	cancellations@theaccessgroup.co.za	2 business days	Cancellation Policy



Enquiry Type	Email Address	Response	Policy Section
Refund requests	refunds@theaccessgroup.co.za	5 business days	Refund Policy
Quality complaints	complaints@theaccessgroup.co.za	5 business days	Refund Policy §6
Billing & invoice queries	billing@theaccessgroup.co.za	2 business days	T&C §4.3
Career applications	careers@theaccessgroup.co.za	7 business days	Website
Media & partnerships	partnerships@theaccessgroup.co.za	5 business days	Website
Social media / content takedown	info@theaccessgroup.co.za	10 business days	Social Media Policy



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