

Privacy Policy for Jubez Digital

Effective Date: 16 October 2026

1. Introduction

Welcome to Jubez Digital. Jubez Digital (Pty) Ltd ("we," "us," or "our") operates the website <https://jubezdigital.com> (the "Service"). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, in compliance with POPIA and other applicable data protection legislation.

Please read this privacy policy carefully. If you do not agree with the terms of this privacy policy, please do not access the site.

We reserve the right to make changes to this Privacy Policy at any time and for any reason. We will alert you about any changes by updating the "Effective Date" of this Privacy Policy. You are encouraged to periodically review this Privacy Policy to stay informed of updates.

2. Information We Collect

We may collect information about you in a variety of ways. The information we may collect on the Service includes:

Personal Data

We may collect the following personally identifiable information from you: Full Name, Email Address, Phone Number, and Cookies & Tracking Data.

Automatically Collected Data

When you access our website, our servers may automatically log standard data provided by your web browser. This may include your device's Internet Protocol (IP) address, your browser type and version, the pages you visit, the time and date of your visit, the time spent on each page, and other technical details.

3. How We Collect Your Information

We collect information from you through the following means:

- **Contact Forms:** Information you provide directly when using this feature on our website.
- **Cookies:** Information you provide directly when using this feature on our website.
- **Analytics Tools:** Information you provide directly when using this feature on our website.

We may also receive information about you from other sources, including third parties and publicly available databases, and combine this data with information we already have about you.

4. How We Use Your Information

We may use the information we collect from you for the following purposes:

- To provide, operate, and maintain our website
- To improve, personalise, and expand our website
- To understand and analyse how you use our website

- To develop new products, services, features, and functionality
- To communicate with you, either directly or through one of our partners, including for customer service, to provide you with updates and other information relating to the website, and for marketing and promotional purposes
- To process your transactions and manage your orders
- To send you emails and other communications
- To find and prevent fraud
- To comply with legal obligations under POPIA

5. Third-Party Service Providers

We may share your information with third-party service providers that perform services for us or on our behalf, including:

Analytics

- Google Analytics
- Hotjar

Advertising

- Google Ads
- Facebook Pixel
- Meta Ads

Each third-party service provider's use of your personal information is dictated by their respective privacy policies. We encourage you to review their privacy policies.

6. Your Rights Under POPIA (South Africa)

If you are a resident of South Africa, the Protection of Personal Information Act (POPIA) grants you the following rights:

- **The right to be notified** that your personal information is being collected, or that it has been accessed or acquired by an unauthorised person
- **The right to access** your personal information held by us
- **The right to request correction** of your personal information
- **The right to request deletion** of your personal information in certain circumstances
- **The right to object** to the processing of your personal information
- **The right to submit a complaint** to the Information Regulator
- **The right not to have your personal information processed for direct marketing** by means of unsolicited electronic communications
- **The right not to be subject to a decision** based solely on automated processing of your personal information

Information Officer

In terms of section 55 of POPIA, our designated Information Officer is:

- **Name:** Julie Rosenbaum
- **Email:** hey@jubezdigital.com
- **Address:** 101C 9th Street, Linden, Randburg
- **Phone:** +27 82 851 8704

The Information Regulator (South Africa)

If you believe we have processed your personal information unlawfully, you have the right to lodge a complaint with the Information Regulator:

- **Website:** <https://inforegulator.org.za>
- **Complaints email:** complaints.IR@inforegulator.org.za
- **Address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

To exercise any of these rights, please contact us at hey@jubezdigital.com.

7. Access to Information (PAIA)

In addition to your rights under POPIA, the Promotion of Access to Information Act, 2000 (PAIA) gives you the right to request access to records held by Jubez Digital (Pty) Ltd, subject to the grounds of refusal set out in PAIA.

Requests for access to records must be made in the manner prescribed by PAIA, and the prescribed request fees may apply. To submit a PAIA request, or to ask about our PAIA manual, please contact our Information Officer (Julie Rosenbaum) at hey@jubezdigital.com.

Further guidance on PAIA requests is available from the Information Regulator at <https://inforegulator.org.za>.

8. Cookies and Tracking Technologies

We may use cookies and similar tracking technologies (like web beacons and pixels) to access or store information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

For more information about the cookies we use, please refer to our Cookie Policy.

9. Data Security

We use administrative, technical, and physical security measures to help protect your personal information. While we have taken reasonable steps to secure the personal information you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse.

Any information disclosed online is vulnerable to interception and misuse by unauthorised parties. Therefore, we cannot guarantee complete security if you provide personal information.

10. Data Retention

We will retain your personal information for as long as is necessary for the purposes set out in this policy. We will retain and use your information to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our policies.

When personal information is no longer needed for the purpose for which it was collected, we will take reasonable steps to destroy or de-identify it, in accordance with POPIA.

11. Children's Privacy

Our Service does not address anyone under the age of 18 ("Children"). We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that your Child has provided us with Personal Data, please contact us at hey@jubezdigital.com. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

12. International Data Transfers

Some of our third-party service providers may be located outside of South Africa. When we transfer your personal information to these providers, we ensure that adequate safeguards are in place to protect your data in accordance with POPIA.

By using our Service and providing us with your information, you consent to the transfer, storage, and processing of your information in countries outside your country of residence, where data protection laws may differ.

13. Contact Us

If you have any questions about this Privacy Policy, please contact us:

- **By email:** hey@jubezdigital.com
- **By visiting our website:** <https://jubezdigital.com>
- **By phone:** +27 82 851 8704
- **By mail:** 101C 9th Street, Linden, Randburg