

# Privacy Policy

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| Document code        | privacy-policy                                                   |
| Version              | 1                                                                |
| Effective date       | 2026-07-20T00:00:00+00:00                                        |
| SHA-256 wording hash | 660f63d7043ef0ced02649618a68b043b405ace94d17e67d53c37513aad03c8c |

## Information we collect

GovFin may collect organisation and account details, contact information, service enquiries, quotation and transaction records, qualification-verification request data, consent records, supporting documents, service correspondence, and technical security records such as timestamps and audit events. Only information reasonably required for the approved service, legal obligation, security control or customer relationship should be collected.

## How information is used

Information is used to create and secure accounts, respond to enquiries, scope and deliver requested services, verify authority and consent, communicate progress and outcomes, issue transactional notices, maintain accounting records, prevent misuse, investigate incidents and meet applicable legal obligations. GovFin does not use sensitive verification material for unrelated advertising.

## When information is shared

Information may be shared only where necessary with authorised GovFin personnel, contracted technology or qualification-verification providers, institutions or lawful data sources required for the requested check, professional advisers, payment processors once appointed, and public authorities where disclosure is legally required. Providers should receive only the information necessary for their function and remain subject to appropriate confidentiality, security and data-protection duties. GovFin does not sell customer personal information.

## Security and access

Authenticated users are separated by organisation. Supporting evidence is designed to remain outside the public web root and subject to request-specific access, file validation and audit controls. No internet transmission or storage system can be guaranteed completely secure, but GovFin applies proportionate safeguards and limits access to authorised purposes.

## Retention

Information is retained only while required for the service, an agreed retention period, dispute handling, accounting, audit or legal obligations. When information is no longer required, it should be securely deleted or de-identified, subject to lawful retention holds.

## Access, correction and objections

You may ask GovFin to confirm whether it holds your personal information, request access or correction, raise an objection, or ask about deletion where applicable. Some records may need to be retained or access restricted where another person's rights, confidentiality duties or legal requirements apply.

## Payment information

Card payments are processed through an appointed provider-hosted payment page. GovFin does not store complete card numbers, card security codes, PINs or online-banking credentials in the application.

Privacy contact

Send privacy questions or requests to [gershon.sibinda@govfin.co.za](mailto:gershon.sibinda@govfin.co.za) or contact GovFin (Pty) Ltd, R511 Provincial Road, Xanadu Eco Park, 777 Numida Park, Hartbeespoort, 0216, South Africa.