

# Privacy Policy – ServiceGurus

**Effective Date:** 1 March 2026

## 1. Introduction

ServiceGurus collects, processes, and stores personal information in accordance with **POPIA**. This includes information from customers, delegates, and website users.

## 2. Information We Collect

- Contact information, billing details, program registrations, and online activity.
- Information provided voluntarily in surveys, feedback, or communications.

## 3. Use of Personal Information

- Delivering training and consultancy services.
- Communicating with delegates and clients.
- Processing payments, issuing invoices, and assessments.
- Compliance with legal obligations.

## 4. Sharing Personal Information

- Third-party service providers (e.g., payment processors, LMS providers).
- Regulatory authorities as required by law.
- Business transfers (mergers, acquisitions).

## 5. Security

- Reasonable safeguards in place to protect personal data.
- No system is entirely secure; users accept inherent risks of online data transmission.

## 6. Retention

- Data retained only as long as required for the purposes outlined or as legally required.
- Secure deletion or anonymization thereafter.

## 7. User Rights

- Access, correction, objection, deletion, and lodging complaints with the Information Regulator.

### Email

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### Phone

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### Location

Cape Town, South Africa

[www.servicegurus.co.za](http://www.servicegurus.co.za)

## 8. Cookies and Analytics

- Website may use cookies to improve experience.
- Users can manage cookies via browser settings.

## 9. Updates

- Policy updates will be published on the website with revised effective date.

## 10. Contact

### ServiceGurus

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