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## PRIVACY POLICY

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*Last Updated - 13 July 2025*

### **Who we are**

Our website address is: <https://dipalmas.co.za>.

Di Palma Attorneys Inc. (**Di Palmas**) respects your right to privacy and is committed to protecting the personal information you share with the firm. This Privacy Policy explains how we collect, use, disclose, and protect your personal information in accordance with the Protection of Personal Information Act 4 of 2013 (**POPIA**).

### **What Information We Collect**

We may collect and process the following categories of personal information:

- Full names
- Residential and work addresses
- Contact details such as your email address and phone number
- Identity number or company registration number (if relevant to your enquiry)
- Any other information voluntarily provided to us, or requested and provided to us, via our contact form, email correspondence, telephone calls, or consultations

We do not collect sensitive personal information (e.g., religious beliefs, health data, biometric data) unless it is necessary for providing legal services and you voluntarily provide such information.

All personal information that you disclose to us is treated with the utmost confidentiality and will not be shared with third parties. We may also be able to claim legal privilege on the basis of attorney-client relationships in most cases.

### **Why We Collect Your Information (Purpose of Processing)**

We collect and process your personal information for the following purposes:

- To respond to your queries and requests
- To book and confirm consultations
- To deliver legal services or initiate an attorney-client relationship
- To comply with legal obligations and professional duties
- For administrative and record-keeping purposes, including in compliance with the Financial Intelligence Centre Act 38 of 2001 (**FICA**), as this firm is an Accountable Institution

### **Why We Collect Your Information (Purpose of Processing)**

Your personal information is processed based on one or more of the following lawful grounds:

- Your express or implied consent
- Processing is necessary for the performance of a contract or pre-contractual steps
- Processing is required to comply with legal or regulatory obligations
- Processing is necessary to protect legitimate interests, whether yours or ours

### **Sharing and Disclosure**

We may disclose your personal information to:

- Employees, consultants, or service providers who require the information to assist in providing services
- Third-party technology providers (e.g., *Calendly*, web host, cloud-based servers) who support our operations, under strict confidentiality obligations
- Regulators, courts, tribunals, law enforcement, the Financial Intelligence Centre, the Legal Practice Council, where legally required

We do not sell or trade personal information.

### **Cross-Border Transfers**

Where your personal information is transferred or stored outside South Africa (e.g., in secure cloud platforms or services hosted abroad), the third parties we use have to ensure that appropriate data protection measures are in place, consistent with the requirements of POPIA, or the GDPR (General Data Protection Regulation) which is a European Union law focused on protecting the personal data of individuals within the European Union and European Economic Area.

### **Retention of Personal Information**

We will retain your personal information only for as long as is necessary to fulfil the purposes for which it was collected, or as required by law, regulation, or professional rules.

### **Your Rights Under POPIA**

You have the right to:

- Access personal information we hold about you
- Request correction or deletion of your personal information
- Object to the processing of your personal information
- Lodge a complaint with the Information Regulator (<https://inforegulator.org.za/complaints/>)



To exercise any of these rights, please contact us using the details below, or have a look at our PAIA Manual (see footer of webpage).

### **Security Measures**

We implement reasonable technical and organisational safeguards to protect your personal information from loss, misuse, unauthorised access, or disclosure. These include password protected storage, secure email communication, and highly restricted internal access.

### **Contact Us**

If you have questions or concerns regarding this policy or your personal information, please contact [enquiries@dipalmas.co.za](mailto:enquiries@dipalmas.co.za).

| END OF PRIVACY POLICY |