



VirtuHance (Pty) Ltd

Reg. 2026/187420/07

PRIVACY POLICY

How we collect, use and protect personal information

POPIA compliant · 2026 Edition

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1. Introduction

VirtuHance (Pty) Ltd (“VirtuHance”, “we”, “us” or “our”) respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains what personal information we collect, why we collect it, how we use and protect it, and what rights you have in relation to it.

This policy is issued in accordance with the Protection of Personal Information Act, 2013 (“POPIA”). By engaging with VirtuHance, visiting our website, submitting an enquiry or providing us with personal information, you acknowledge that you have read and understood it.

2. Who we are

Full name	VirtuHance (Pty) Ltd
Registration number	2026/187420/07
Nature of business	Virtual business management, administration, compliance and marketing support services
How we operate	We work remotely and do not maintain a public office
Postal address	53 La Maison, 3 Boomdruif Street, Weltevredenpark, Roodepoort, 1709
Telephone	061 458 0114
Information Officer	Hesca du Plessis (Chief Executive Officer), registered with the Information Regulator
Email	info@virtuhance.co.za
Website	www.virtuhance.co.za

3. What we mean by personal information

Personal information means information relating to an identifiable, living natural person and, where applicable, an identifiable existing juristic person such as a company. It includes:

- Names, contact details, email addresses and telephone numbers.
- Company details, registration numbers and business records.
- Identity numbers, banking details and tax reference numbers, where these are needed to deliver a service.
- Information relating to compliance, staff records, financial records and debtors that a client asks us to process on their behalf.
- Any information you provide when you request a consultation, complete a form, or communicate with us.

4. Information we collect

4.1 Information you give us

We collect information you provide directly, for example when you complete the contact form on our website, request a Business Health Assessment or a consultation, enter into an agreement with us, send us documents to work on, or contact us by email, telephone or through our social media pages.

The contact form on our website asks for your name, email address, telephone number and your message. We use those details to respond to you and, if we do not hear from you again, we delete them in line with section 9.

4.2 Information we process on behalf of clients

When we provide business management services, clients ask us to process personal information belonging to their business, their staff, and their own customers and debtors. In relation to that information the client is the responsible party and VirtuHance acts as an operator, processing it only on the client's documented instructions and under a written agreement.

If you are an employee, customer or debtor of one of our clients and you have a question about your information, please contact that business directly, as it is the responsible party. We will assist them in responding to you.

4.3 Information collected automatically

Our website may collect limited technical information such as browser type, device type, approximate location derived from an IP address, and the pages visited. We use this only to keep the site working and to understand which pages are useful. It does not ordinarily identify you personally. See section 11 on cookies.

5. Why we process personal information

- To provide the services agreed with our clients, including compliance tracking, administration, bookkeeping support, human resources records, debtor management, reporting and business health assessments.
- To respond to enquiries and to arrange and conduct consultations and assessments.
- To prepare proposals, agreements, invoices and related business documents.
- To carry out marketing and lead generation on a consent-first basis, and only as POPIA permits.
- To administer our relationships with independent contractors and to pay them.
- To comply with our legal, tax and regulatory obligations.
- To maintain the security and integrity of our systems and records.

6. The lawful basis for processing

We process personal information only where the law allows it, which includes where:

- You have consented to the processing.
- The processing is necessary to conclude or perform a contract with you.

- The processing is required to comply with a legal obligation.
- The processing protects a legitimate interest of yours, of VirtuHance, or of a third party, in a way that is balanced and reasonable.

Where we rely on consent, you may withdraw it at any time. Withdrawal does not affect processing that took place before it.

7. Direct marketing

Any electronic direct marketing we carry out is done on a consent-first basis. Where you are not an existing customer, we will approach you only to ask whether you consent to being contacted, and we will give you a clear and free way to decline. If you decline, or do not respond, we will not contact you again for marketing purposes and your details will be added to our suppression register.

You may opt out at any time by emailing info@virtuhance.co.za with the word “Stop”. We will record and respect your preference.

8. Sharing and disclosure

We do not sell your personal information. We share it only in limited circumstances:

- With operators who help us deliver our services, such as hosting, backup, email and software providers, under written agreements requiring confidentiality and appropriate security.
- With our independent contractors, who are bound by written confidentiality and data protection undertakings.
- With third parties nominated by a client, where we act as that client's operator and are instructed to share information with them, for example the client's accountant or payroll provider.
- With regulators and authorities, including the South African Revenue Service, the Companies and Intellectual Property Commission and the Department of Employment and Labour, where a filing is made on a client's instruction or where disclosure is required by law.
- With our professional advisers, where necessary to obtain legal or accounting advice.

9. Cross-border transfers

The VirtuHance Business Manager system, through which we deliver our services, is hosted on cloud infrastructure located in Frankfurt, Germany. Personal information processed through that system is therefore transferred outside South Africa and stored in Germany.

Germany is a member state of the European Union and is subject to the General Data Protection Regulation, which upholds principles for the lawful processing of personal information that are substantially similar to the conditions in POPIA, including provisions on further transfer. The transfer accordingly takes place on the basis permitted by section 72(1)(a) of POPIA.

Certain other providers we use, such as email and productivity software, may also store information outside South Africa. In each case we take reasonable steps to satisfy ourselves that the information receives a level of protection consistent with POPIA.

10. How long we keep information

We keep personal information only for as long as necessary for the purpose it was collected, to meet our contractual and legal obligations, and to keep adequate business records. Our usual retention periods are:

Type of information	How long we keep it
Website enquiries and prospects who do not become clients	12 months from last contact
Client service records and correspondence	For the engagement and 5 years afterwards
Financial, invoicing and tax records	5 years, in line with the Tax Administration Act
Company and statutory records	7 years, in line with the Companies Act
Independent contractor records	3 years after the agreement ends
Marketing opt-out and suppression records	Kept indefinitely, so that we continue to honour the opt-out

Information we hold as an operator on behalf of a client is kept for the period agreed with that client, and is returned or securely deleted within 30 days of the engagement ending. When information is no longer needed, we delete or destroy it securely.

11. Cookies and website analytics

Our website may use cookies, which are small files stored on your device. We use them to keep the site working correctly and to understand how visitors use it. We do not use cookies to build advertising profiles or to track you across other websites.

You can set your browser to refuse cookies or to alert you when one is set. Some parts of the site may not work properly if you do.

12. How we protect information

We apply reasonable technical and organisational measures to safeguard personal information, including individual user accounts and passwords, access limited to what a person's role requires, encrypted transmission of data, regular backups, written confidentiality and data protection undertakings from everyone who works with us, and rules governing the use of personal devices.

We maintain an internal data protection policy and a documented procedure for reporting and responding to any security compromise. No system can be guaranteed completely secure, but we take this responsibility seriously and review our measures regularly.

13. Your rights

Under POPIA you have the right to:

- Be notified that we are collecting your personal information.

- Request access to the personal information we hold about you.
- Request that we correct or delete information that is inaccurate, irrelevant, excessive or out of date.
- Object to the processing of your personal information in certain circumstances.
- Withdraw consent where processing is based on consent.
- Lodge a complaint with the Information Regulator.

To exercise any of these rights, contact our Information Officer at info@virtuhance.co.za. We may need to verify your identity before acting on a request, and we will respond within 30 days.

Our PAIA manual, which explains how to make a formal request for access to a record, is available on our website and on request.

14. Complaints to the Information Regulator

If you are not satisfied with how we have handled your personal information, you may lodge a complaint with the Information Regulator (South Africa):

Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Telephone	010 023 5200 · Toll free 0800 017 160
General enquiries	enquiries@infoeregulator.org.za
POPIA complaints	POPIAComplaints@infoeregulator.org.za
Website	infoeregulator.org.za

15. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes in our practices or in the law. The current version is always available on our website and on request.

This version is the 2026 Edition. Effective date: 1 September 2026.

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