

Privacy Policy

Last Updated: 01 July 2023

This Privacy Policy (“Policy”) explains the information collection, use, and sharing practices of Roux Van Rooyen Accounting (“we,” “us,” and “our”).

Unless otherwise stated, this Policy describes and governs the information collection, use, and sharing practices of Roux Van Rooyen Accounting with respect to your use of our website, <https://www.rvr.co.za>, and the services (“Services”) we provide and/or host on our servers.

Before you use or submit any information through or in connection with the Services, please carefully review this Privacy Policy. By using any part of the Services, you understand that your information may be collected, used, and disclosed as outlined in this Privacy Policy.

If you do not agree to this privacy policy, please do not use our Services.

Our Principles

Roux Van Rooyen Accounting has designed this policy to be consistent with the following principles:

- Privacy policies should be human readable and easy to find.
- Data collection, storage, and processing should be simplified as much as possible to enhance security, ensure consistency, and make the practices easy for users to understand.
- Data practices should meet the reasonable expectations of users.

Information We Collect

Please note that we do not collect information in any way, except when you send us email either by using the email address info@rvr.co.za or complete the online form that sends information to the same address. Neither is used to gather information about you, except that you supply us with your first name, last name, email address, and the message you send. We use this information to respond to your message. Once this has been done, we may store your information on a mobile phone or computer simply as a record of contacts, no more.

Information You Provide Directly to Us

We may take note of any information you provide to us. At any and all times, this is merely used as a means to understand the requirements of our clients.

Information that Is Automatically Collected

Device/Usage Information

We use Extreme Tracking as a method to gauge where our clients come from, but there are a number of limitations. First, if you have visited our website, either using the direct URL, www.rvr.co.za or via a search using a web browser, Extreme Tracking sees the IP address

used by the service provider, not the actual client. In many cases the location shown will be completely off – your ISP may have a server in location X, but you were in location Y when you did the search. There is no way to identify your exact location or identity.

Extreme Tracking will show how you found our website by looking at paths followed, for example from the search engine’s search results to the actual website.

Cookies and Other Tracking Technologies

We do not use cookies to track user behaviour. Full stop. We have no reason to do this. The only cookie generated is by your web browser. This is for the web browser to remember the address of the website, as well as the favicon (the little picture, usually a company logo, you see on your desktop). It does not generate any other information.

Information from Third Parties

We are not interested in collecting information from third parties, whoever they may be.

How We Use Your Information

As indicated, we use the information you supply us so that we can contact you, based on your request for more information about our services.

Legal Compliance and Protection of Creative Commons and Others

We may disclose your information if required to do so by law or on a good faith belief that such disclosure is permitted by this Privacy Policy or reasonably necessary or appropriate for any of the following reasons: (a) to comply with legal process; (b) to enforce or apply our Terms of Use and this Privacy Policy, or other contracts with you, including investigation of potential violations thereof; (c) enforce our Charter including the Code of Conduct and policies contained and incorporated therein, (d) to respond to your requests for customer service; and/or (e) to protect the rights, property, or personal safety of Roux Van Rooyen Accounting, our agents and affiliates, our users, and the public. This includes exchanging information with other companies and organisations for fraud protection, and spam/malware prevention, and similar purposes.

Consent

We may disclose your information to any third parties based only on your consent to do so.

Legal Basis for Processing Personal Data

The laws in some jurisdictions require companies to tell you about the legal ground they rely on to use or disclose information that can be directly linked to or used to identify you. To the extent those laws apply, our legal grounds for processing such information are as follows:

To Honour Our Contractual Commitments to You

Much of our processing of information is to meet our contractual obligations to provide services to our users.

Legitimate Interests

In many cases, we handle information on the ground that it furthers our legitimate interests in ways that are not overridden by the interests or fundamental rights and freedoms of the affected individuals, these include:

- Customer service
- Marketing, advertising, and fundraising
- Protecting our users, personnel, and property
- Managing user accounts
- Organising and running events and programmes
- Analysing and improving our business
- Managing legal issues

We may also process information for the same legitimate interests of our users and business partners.

Legal Compliance

We may need to use and disclose information in certain ways to comply with our legal obligations.

Consent

Where required by law, and in some other cases where legally permissible, we handle information on the basis of consent. Where we handle your information on the basis of consent, you have the right to withdraw your consent; in accordance with applicable law.

Your Choices and Data Subject Rights

You have various rights with respect to the collection and use of your information through the Services. Those choices are as follows:

Email Unsubscribe

Should the service exist, and currently it does not, you may unsubscribe from our marketing emails at any time by emailing etienne@rvr.co.za with your request “Unsubscribe”. We provide a monthly scheduled newsletter.

Account Preferences

Usually, if you have registered for an account with a website, you can update your account information or adjust your email communications preferences by logging into your account and updating your settings. However, Roux Van Rooyen Accounting does not do this. you do not have to register to use our website, and all of the content is always available to the public.

EU Data Subject Rights

Individuals in the European Economic Area (“EEA”) and other jurisdictions have certain legal rights (subject to applicable exceptions and limitations) to obtain confirmation of whether we hold certain information about them, to access such information, and to obtain its correction or deletion in appropriate circumstances. You may have the right to object to our handling of your information, restrict our processing of your information, and to withdraw any consent you have provided. To exercise these rights, please email us at info@rvr.co.za with the nature of your request. You also have the right to go directly to the relevant supervisory or legal authority, but we encourage you to contact us so that we may resolve your concerns directly as best and as promptly as we can.

Since we provide property services only for clients in South Africa, the above EU requirements may not apply to us.

Security Measures

We have implemented technical, physical, and organisational security measures to protect against the loss, misuse, and/or alteration of your information. These safeguards vary based on the sensitivity of the information that we collect and store, and then only as a contact in the address book(s) of the computing and communication devices we use. However, we cannot and do not guarantee that these measures will prevent every unauthorised attempt to access, use, or disclose your information since despite our efforts, no Internet and/or other electronic transmissions can be completely secure.

Children

The Services are intended for users over the age of 18 and are not directed at children under the age of 13. If we become aware that we have collected personal information (as defined by the Children’s Online Privacy Protection Act) from children under the age of 13, or personal data (as defined by the EU GDPR) from children under the age of 16, we will take reasonable steps to delete it as soon as practicable.

Data Retention

We retain the information we collect for as long as necessary to fulfil the purposes set forth in this Privacy Policy or as long as we are legally required or permitted to do so. Information may persist in copies made for backup and business continuity purposes for additional time.

Third-Party Links and Services

The Services may contain links to third-party websites (e.g., social media sites like Facebook and Twitter), third-party plug-ins (e.g., the Facebook “like” button and Twitter “follow” button), and other services. If you choose to use these sites or features, you may disclose your information not just to those third parties, but also to their users and the public more generally depending on how their services function. Creative Commons is not responsible for the content or privacy practices of such third party websites or services. The collection, use and disclosure of your information will be subject to the privacy policies of the third party websites or services, and not this Privacy Policy. We encourage you to read the privacy statements of each and every site you visit.

Changes to this Privacy Policy

We will continue to evaluate this Privacy Policy as we update and expand our Services, and we may make changes to the Privacy Policy accordingly. We will post any changes here and revise the date last updated above. We encourage you to check this page periodically for updates to stay informed on how we collect, use and share your information. If we make material changes to this Privacy Policy, we will provide you with notice as required by law.

Questions About this Privacy Policy

If you have any questions about this Privacy Policy or our privacy practices, you can contact us at: etienne@rvr.co.za.