



PRIVACY POLICY

majolamarketinggroup.com

Last Updated: 7 May 2026

1. Introduction

Majola Marketing Group (“we”, “us”, or “our”) is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and share your personal information when you use our website at majolamarketinggroup.com or engage with our services.

We process your personal information in accordance with the Protection of Personal Information Act 4 of 2013 (“POPIA”) and any regulations published thereunder.

By using our website or services, you acknowledge that you have read and understood this Privacy Policy. If you do not agree with our practices, please do not use our website or services.

2. Who We Are (Responsible Party)

Under POPIA, the entity responsible for your personal information is:

Business Name: Majola Marketing Group

Website: majolamarketinggroup.com

Privacy Contact Email: info@majolamarketinggroup.com

3. Information We Collect

3.1 Personal Information You Provide

We collect personal information that you voluntarily provide to us when you:

- Contact us via our website contact form or email
- Request a quote, consultation, or service engagement
- Subscribe to our newsletter or marketing communications
- Create an account or client profile on our platform

The types of personal information we may collect include:

- Full name
- Email address

- Phone number
- Company name and job title (for business clients)
- Any other information you choose to share with us

3.2 Information Collected Automatically

When you visit our website, we and our third-party service providers automatically collect certain technical information, including:

- IP address and approximate geographic location
- Browser type and version
- Device type and operating system
- Pages visited, time spent on pages, and referring URLs
- Cookie identifiers and similar tracking data (see Section 7 on Cookies)

3.3 Information We Do Not Collect

We do not intentionally collect:

- Special personal information as defined under POPIA (such as race, health data, biometric data, religious beliefs, or criminal history) unless strictly necessary and with your explicit consent
- Payment card or banking details — any payments are processed by secure third-party payment providers
- Personal information from children under the age of 18 without verified parental/guardian consent (see Section 9)

4. How We Use Your Information

We use your personal information only for lawful purposes, including:

- Responding to your enquiries, requests, and service engagements
- Providing, managing, and improving our services
- Sending you relevant service updates, invoices, and administrative communications
- Sending you marketing communications where you have opted in (you may opt out at any time)
- Analysing website usage to improve user experience
- Complying with our legal and regulatory obligations
- Protecting our rights, property, and the safety of our clients and third parties

We will not use your personal information for any purpose incompatible with the purpose for which it was originally collected, unless you have consented or we are otherwise permitted by law.

5. Legal Basis for Processing

Under POPIA, we process your personal information on one or more of the following legal grounds:

- Consent: You have given us specific, informed, and voluntary consent to process your personal information
- Contractual necessity: Processing is necessary to perform a contract with you or prior to entering a contract

- Legal obligation: Processing is required to comply with a legal obligation applicable to us
- Legitimate interest: Processing is necessary for our legitimate business interests, provided those interests are not overridden by your rights

6. Sharing Your Personal Information

6.1 Third Parties We May Share With

We do not sell your personal information. We may share your information with trusted third parties in limited circumstances, including:

- Service providers and operators who assist us in delivering our services (e.g., email platforms, website hosting, analytics tools) — these parties are contractually required to protect your information
- Professional advisors such as lawyers and accountants, where necessary
- Law enforcement or regulatory bodies where required by law or court order
- A successor entity in the event of a business merger, acquisition, or sale — you will be notified in advance

6.2 Cross-Border Transfers

Some of our third-party service providers may be located outside South Africa. Where we transfer your personal information to a third country, we ensure adequate safeguards are in place as required by POPIA.

7. Cookies and Tracking Technologies

7.1 What Are Cookies?

Cookies are small text files stored on your device when you visit a website. They help us recognise your device and improve your experience.

7.2 Types of Cookies We Use

- Essential cookies: Required for the website to function properly. These cannot be disabled.
- Analytics cookies: Help us understand how visitors interact with our website (e.g., Google Analytics).
- Preference cookies: Remember your settings and preferences to improve your experience.
- Marketing cookies: Used to show you relevant content. Only set with your consent.

7.3 Managing Cookies

You can control and/or delete cookies through your browser settings. For more information, visit www.allaboutcookies.org.

8. How Long We Retain Your Information

We retain your personal information only for as long as necessary for the purposes for which it was collected, or as required by applicable law:

- Client and service records: 5 years after the end of the service relationship
- Marketing contact records: Until you opt out or request deletion
- Website analytics data: Up to 26 months

- Correspondence and enquiries: 3 years, or until resolved

When personal information is no longer needed, we will securely destroy, delete, or de-identify it.

9. Children and Minors

Our services are not directed at persons under the age of 18 and we do not knowingly collect personal information from minors without verifiable parental or guardian consent.

If you are under 18, please do not submit personal information without obtaining parental consent. If we become aware of inadvertent collection from a minor, we will promptly delete such information.

Parents or guardians may contact us at info@majolamarketinggroup.com.

10. Your Rights Under POPIA

As a data subject under POPIA, you have the following rights:

- Right of access: Request confirmation of whether we hold your personal information and a copy of it
- Right to correction: Request correction of inaccurate, incomplete, or outdated personal information
- Right to deletion: Request deletion of your personal information in certain circumstances
- Right to object: Object to the processing of your personal information, including for direct marketing
- Right to withdraw consent: Withdraw consent at any time without affecting prior lawful processing
- Right to lodge a complaint: Lodge a complaint with the Information Regulator of South Africa

To exercise any of these rights, contact us at info@majolamarketinggroup.com. We will respond within the timeframe required by POPIA.

Information Regulator of South Africa:

- Website: www.inforegulator.org.za
- Email: inforeg@justice.gov.za
- Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

11. How We Protect Your Information

We implement appropriate technical and organisational measures to protect your personal information, including:

- Secure Socket Layer (SSL) encryption on our website
- Access controls and authentication requirements for staff
- Regular security assessments and software updates
- Confidentiality obligations for staff and contractors

While we take reasonable precautions, no method of internet transmission or electronic storage is completely secure.

12. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for their privacy practices and encourage you to review their respective privacy policies.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we make material changes, we will update the “Last Updated” date and, where appropriate, notify you by email or a prominent notice on our website.

Your continued use of our website or services after any changes constitutes acceptance of the updated policy.

14. Contact Us

If you have any questions, concerns, or requests, please contact our Information Officer:

Majola Marketing Group

Email: info@majolamarketinggroup.com

Telephone: +27 79 488 3383

This Privacy Policy is effective as of 7 May 2026 and supersedes all previous versions.