

Fynd App POPIA Compliance and Privacy Policy

Effective Date: 22 March 2026

Last Updated: 22 March 2026

1. Introduction

Fynd (“the App”, “we”, “our”, or “us”) is a **hyper-local, verified South African marketplace platform** committed to protecting and respecting your privacy in accordance with the **Protection of Personal Information Act 4 of 2013 (“POPIA”)**.

This Privacy Policy outlines how we collect, process, store, and protect personal information of users (“you” or “the user”) who access and use the Fynd App, and your rights in relation to such information.

By using Fynd, you acknowledge that you have read, understood, and agree to this Privacy Policy.

2. Purpose of Processing Personal Information

Fynd is designed to **connect customers with nearby, verified service providers and small businesses** within South Africa.

We process personal information to:

- Enable **trusted marketplace transactions**
 - Facilitate **location-based discovery of services**
 - Ensure **user verification, safety, and fraud prevention**
 - Improve platform performance and user experience
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3. Information We Collect

We may collect and process the following:

For All Users

- Full Name
- Contact Details (email, phone number)
- Identity Number (for verification purposes)
- Location data (GPS or manually provided)
- Profile photos
- Device and usage data

For Service Providers

- Business name and description
- Services offered
- Pricing and availability
- Banking/payment details (where applicable)
- Verification documents (ID, proof of address, certifications if required)

For Customers

- Service requests and preferences
 - Transaction history
 - Reviews and ratings
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4. Lawful Basis for Processing

We process personal information based on:

- **Consent**
 - **Contractual necessity** (to facilitate marketplace transactions)
 - **Legal obligations**
 - **Legitimate interests** (fraud prevention, platform security, service improvement)
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5. Use of Personal Information

We use your information to:

1. Create and manage your account
2. Verify users and service providers
3. Enable bookings, transactions, and communication between users
4. Improve trust and safety within the marketplace
5. Provide customer support
6. Comply with legal and regulatory requirements

We do **not sell personal data** or use it for unsolicited marketing.

6. Disclosure of Personal Information

We may share limited information:

- Between **customers and service providers** to facilitate transactions
- With **payment processors** (where applicable)
- When required by law or legal process
- To prevent fraud, abuse, or harm

We ensure all third parties comply with POPIA.

7. Data Storage and Security

We implement:

- Encryption protocols
- Secure servers
- Access controls
- Ongoing monitoring and audits

Despite best efforts, no system is 100% secure, and users share information at their own risk.

8. Retention of Personal Information

We retain information only as long as necessary for:

- Platform functionality
- Legal compliance
- Dispute resolution

Data is securely deleted or anonymised thereafter.

9. Your Rights Under POPIA

You have the right to:

- Access your data
 - Correct inaccurate data
 - Request deletion (where applicable)
 - Object to processing
 - Withdraw consent
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10. Cross-Border Transfers

Data is stored within South Africa. If transferred internationally, it will comply fully with POPIA protections.

11. Changes to This Policy

We may update this Policy periodically. Continued use of Fynd constitutes acceptance of updates.