

Mbete Business Support Services – Privacy Policy

Last Updated: 22 November 2025

Mbete Business Support Services is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and protect your data in accordance with South Africa's **POPIA Act**.

1. Information We Collect

We may collect the following:

- Personal details (name, email, phone number)
- Business information
- Financial documentation voluntarily provided
- Website usage information (cookies, analytics)

2. How We Use Your Information

Your information is used to:

- Provide accounting and advisory services
- Communicate with you
- Improve our services and website
- Maintain internal records
- Meet legal and regulatory requirements

3. Sharing Your Information

We do **not** sell personal information. We may share data only when:

- Legally required
- You provide consent
- Necessary for service delivery (e.g., SARS submissions, compliance services)
- Required by third-party service providers under confidentiality agreements

4. Data Protection & Security

We take appropriate technical and organizational measures to safeguard your information, including encrypted storage and restricted access.

5. Cookies

Our website may use cookies for analytics and basic functionality. You may disable cookies in your browser settings.

6. Your Rights (POPIA)

You have the right to:

- Access your stored personal data
- Correct inaccurate information
- Request deletion of your information (where legally allowed)

- Withdraw consent
- Object to certain forms of processing

7. Data Retention

We keep your information only as long as necessary for legal, regulatory, or operational purposes.

8. Updates to This Policy

We may update this policy periodically. The latest version will always be available on our website.

9. Contact Information

For privacy-related concerns, contact us:

Email: info@mbetebusinesssupport.co.za