

PRIVACY POLICY

Protection of Personal Information Act (POPIA) – Act 4 of 2013

Company	J&I Holdings CC t/a Tetris Movers
Registration No.	2008/039535/23
Members	J&I Maree
Information Officer	Johan / Ilse Maree
Contact Email	info@tetrismovers.co.za
Contact Number	083 454 1282
Physical Address	10 Dirkie Uys Street Sandbaai, Hermanus
Effective Date	May 2026
Review Date	May 2027

1. Introduction

J&I Holdings CC t/a Tetris Movers ("Tetris Movers", "we", "us", or "our") is committed to protecting the personal information of our clients, employees, and all other persons whose personal information we process. This Privacy Policy sets out how we collect, use, store, share, and protect personal information in compliance with the Protection of Personal Information Act 4 of 2013 ("POPIA").

This Policy applies to all personal information processed by Tetris Movers in the course of our furniture removal and relocation services, whether collected in person, via telephone, WhatsApp, email, or any other means.

2. Definitions

In this Policy, unless the context indicates otherwise:

- "Personal Information" means information relating to an identifiable, living natural person, including but not limited to their name, identity number, contact details, and physical address, as defined in section 1 of POPIA.
- "Processing" means any operation performed on personal information, including collection, storage, use, sharing, or destruction.
- "Data Subject" means the person to whom personal information relates.
- "Responsible Party" means Tetris Movers, which determines the purpose and means of processing personal information.
- "Information Officer" means the person designated to ensure compliance with POPIA, being Johan / Ilse Maree.
- "Regulator" means the Information Regulator of South Africa.

3. Personal Information We Collect

In the course of providing our removal and relocation services, we may collect the following categories of personal information:

3.1 Client Information

- Full name
- South African identity number if completed on terms of business
- Residential and/or business address (collection and delivery addresses)
- Contact telephone number(s)
- Email address

3.2 Information Collected Automatically

- Records of communications (WhatsApp messages, emails, telephone calls) relating to bookings and service delivery.
- Photographs of inventory and property taken at site visits and before and during a move for the purposes of damage assessment and liability records.

We only collect personal information that is adequate, relevant, and not excessive in relation to the purpose for which it is collected, in accordance with section 10 of POPIA (Information Minimality).

4. Purpose of Processing

We process personal information only for the following specific, lawful purposes:

1. To process and confirm quotations and bookings for removal services.
2. To communicate with clients regarding their move, including date confirmation, scheduling, and updates.
3. To comply with our contractual obligations under our Terms of Business.
4. To process payments and maintain financial records as required by law.
5. To record and photograph inventory for the purpose of quote preparation and then also for damage assessment and insurance claims.
6. To comply with applicable South African laws and regulations, including tax obligations.
7. To protect our legitimate business interests, including the enforcement of our cancellation and refund policies.

We will not process personal information for any purpose incompatible with those listed above without obtaining the data subject's prior consent.

5. Lawful Basis for Processing

Our processing of personal information is based on one or more of the following lawful grounds under section 11 of POPIA:

- Contractual necessity – processing is required to perform the removal services you have booked with us.
- Legal obligation – we are required by law to retain certain records (e.g., financial and tax records).
- Legitimate interest – we process certain information to protect our business interests, including the enforcement of our Terms of Business.
- Consent – where required, we will obtain your express consent before processing your personal information.

6. Sharing of Personal Information

We will not sell, rent, or trade your personal information to any third party. We may share your personal information only in the following limited circumstances:

8. With sub-contractors engaged to assist in the performance of your removal (e.g., additional vehicle operators). Such parties are required to treat your information with the same level of protection as Tetris Movers.
9. With our insurance providers, in the event of an in-transit insurance claim.
10. With legal or regulatory authorities, where we are required to do so by law, court order, or lawful instruction from a competent authority.
11. With professional advisors (e.g., attorneys or accountants) where necessary and subject to confidentiality obligations.

Where we share your information with a third party, we will take reasonable steps to ensure that such party processes your information in accordance with POPIA.

7. Retention of Personal Information

We will retain your personal information only for as long as is necessary to fulfil the purposes for which it was collected, or as required by applicable law. In general:

- Client booking and move records: retained for a minimum of 5 (five) years from the date of the move.
- Financial and invoice records: retained for a minimum of 5 (five) years as required by the South African Revenue Service (SARS).
- Photographs of inventory: retained for a maximum of 12 (twelve) months following the completion of the move.
- Communications (WhatsApp / email): retained for a minimum of 12 (twelve) months, or longer where a dispute is pending.

Once the retention period has lapsed, personal information will be securely destroyed or de-identified in a manner that prevents its reconstruction.

8. Security of Personal Information

We implement reasonable technical and organisational measures to protect personal information in our possession against loss, damage, unauthorised access, use, or disclosure. These measures include:

- Password protection of electronic devices and systems used to store client information.
- Restricted access to personal information on a need-to-know basis.
- Secure storage of physical documents containing personal information.

In the event of a security compromise that is likely to affect your personal information, we will notify you and the Information Regulator as soon as reasonably possible, in accordance with section 22 of POPIA.

9. Your Rights as a Data Subject

Under POPIA, you have the following rights in respect of your personal information:

12. Right of access – you may request confirmation of whether we hold your personal information and a copy of that information.
13. Right to rectification – you may request correction of inaccurate, incomplete, or outdated personal information.
14. Right to erasure – you may request the deletion of your personal information where we no longer have a lawful basis to retain it.
15. Right to object – you may object to the processing of your personal information on grounds relating to your particular situation.
16. Right to lodge a complaint – you have the right to lodge a complaint with the Information Regulator if you believe your rights under POPIA have been infringed.

To exercise any of the above rights, please contact our Information Officer using the contact details set out in section 11 below. We will respond to your request within a reasonable time and in accordance with POPIA.

10. The Information Regulator

If you are not satisfied with our response to any privacy concern, you have the right to lodge a complaint with the Information Regulator of South Africa:

Name	The Information Regulator (South Africa)
Website	www.inforegulator.org.za
Email	inforeg@justice.gov.za
Telephone	+27 (0)10 023 5200
Address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

11. Contact Our Information Officer

For any questions, requests, or complaints relating to this Privacy Policy or the processing of your personal information, please contact:

Information Officer	Johan / Ilse Maree
Company	J&I Holdings CC t/a Tetris Movers
Email	info@tetrismovers.co.za
Telephone	0834541282
Postal Address	10 Dirkie Uys Street, Sandbaai, Hermanus

12. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal obligations, or regulatory requirements. The most current version of this Policy will always be available on request from our Information Officer. We will notify clients of material changes where reasonably practicable.

This Policy was last reviewed and updated in May 2026.

Client Acknowledgement

By accepting our quotation and/or making payment for our services, you confirm that you have read and understood this Privacy Policy and consent to the processing of your personal information as described herein.

Name in Print: _____

Signature: _____

Date: _____