

APPLIES TO ALL ZYPHERIXLABS WEBSITES & CLIENT SITES

Privacy Policy

How ZypherixLabs collects, uses, and protects personal information gathered through our own website and the sites we build and manage for clients, in line with South Africa's Protection of Personal Information Act (POPIA).

1 Who This Policy Covers

This Privacy Policy applies to visitors and enquirers of the ZypherixLabs website, and — unless a client site publishes its own policy — to websites that ZypherixLabs builds and hosts on a client's behalf. ZypherixLabs (Zambia · Zimbabwe · South Africa) is the responsible party for the personal information described below.

2 Information We Collect

- Contact & enquiry details you submit through a contact form: name, email address, phone or WhatsApp number, business name, and project details.
- Messages sent to us directly via WhatsApp click-to-chat.
- Basic technical information (browser type, device type, approximate location by IP) collected automatically for security and site-performance purposes.
- Any files or content you choose to send us when discussing a project (briefs, logos, existing site content).

3 How We Use Your Information

- To respond to enquiries and prepare quotes or proposals.
- To deliver, host, and maintain a project once a client engagement begins.
- To send project-related communication, invoices, and — where agreed — occasional updates about our services.
- To keep our systems secure and diagnose technical issues.

4 Legal Basis for Processing

We process personal information on the basis of consent (you contacting us), the performance of a contract (once a project is underway), and our legitimate business interest in responding to enquiries and keeping our services running securely, consistent with POPIA.

5 Sharing & Third Parties

We do not sell personal information. Enquiry and project data may pass through the third-party services we rely on to operate — for example our email provider (for contact-form delivery), hosting providers, and payment or messaging platforms (such as WhatsApp) — solely to provide the service requested. Each of those providers is subject to its own privacy terms.

6 Data Retention

Enquiry details are kept only as long as needed to respond and follow up, and are removed if no engagement follows within a reasonable period. Client project data is retained for the duration of the engagement and any active maintenance retainer, and for a reasonable period afterward for record-keeping, unless deletion is requested sooner.

7 Your Rights

Under POPIA, you may ask us at any time to confirm what personal information we hold about you, to correct it, or to delete it, subject to any information we are required to keep for legal or accounting reasons. Send such requests to the contact details below.

8 Cookies & Analytics

Our website may use minimal, privacy-respecting analytics to understand overall traffic patterns. We do not use invasive tracking or sell browsing data to advertisers.

9 Security

We take reasonable technical and organisational measures to protect personal information against loss, misuse, and unauthorised access, appropriate to the nature of the information involved.

10 Changes to This Policy

This policy may be updated from time to time to reflect changes in our practices or the law. The version in force is the one published on our website or issued with a current project.

11 Contact Us

Questions about this policy, or requests relating to your personal information, can be sent to ZypherixLabs through the contact details provided on our website or in your project correspondence.

This Privacy Policy is a standard, client-facing reference document and forms part of the ZypherixLabs legal and licensing set.