

# Privacy Policy

Last updated: May 2026 | Effective immediately upon publication

## 1. Introduction

DevBridge ("we", "us", "our") is committed to protecting your personal information in accordance with the **Protection of Personal Information Act, 4 of 2013 (POPIA)** and all applicable South African data protection laws. This Privacy Policy explains how we collect, use, store, and protect your personal information when you interact with our website, services, or communications. By using our services or submitting your information to us, you consent to the collection and processing of your personal information as described in this policy.

## 2. Information We Collect

We may collect the following personal information:

- **Identity information** — full name, company name
- **Contact information** — email address, phone number
- **Billing information** — invoicing details processed via PayFast (we do not store card details)
- **Website information** — domain names and site content provided by you for hosting purposes
- **Communication records** — emails and WhatsApp messages relating to service requests
- **Usage data** — website traffic and uptime data for hosted sites we manage on your behalf

## 3. How We Use Your Information

We use your personal information to:

- Provide, manage, and maintain hosting and website management services
- Issue invoices and process payments via our billing platform
- Communicate with you regarding your services, modifications, and support requests
- Monitor the uptime and performance of your hosted site
- Comply with legal obligations under South African law
- Improve our services and internal processes

We do not sell, rent, or share your personal information with third parties for marketing purposes.

## 4. Lawful Basis for Processing

We process your personal information on the following lawful grounds under POPIA:

- **Contractual necessity** — processing required to fulfil the service agreement between you and DevBridge
- **Legal obligation** — processing required to comply with applicable South African laws
- **Legitimate interest** — processing necessary for the operation and security of our services
- **Consent** — where you have explicitly provided consent for a specific purpose

## 5. Third-Party Service Providers

We use the following third-party services in the delivery of our services:

Provider	Purpose	Privacy Policy
PayFast	Payment processing	<a href="https://payfast.co.za/privacy">payfast.co.za/privacy</a>
Cloudflare	Hosting, DNS, security	<a href="https://cloudflare.com/privacypolicy">cloudflare.com/privacypolicy</a>
UptimeRobot	Uptime monitoring	<a href="https://uptimerobot.com/privacy">uptimerobot.com/privacy</a>
Google Workspace	Email (where applicable)	<a href="https://policies.google.com/privacy">policies.google.com/privacy</a>

## 6. Data Retention

We retain your personal information for as long as necessary to fulfil the purposes outlined in this policy and to comply with legal, tax, and accounting requirements. Upon termination of services, we will retain your information for a minimum of **5 years** as required by South African tax and financial record-keeping laws, after which it will be securely deleted.

## 7. Data Security

We take reasonable technical and organisational measures to protect your personal information, including:

- Encrypted data transmission (SSL/TLS)
- Secure access controls and authentication
- Regular security monitoring of hosted infrastructure
- Restricted access to personal data on a need-to-know basis

While we take every precaution, no method of transmission over the internet is 100% secure.

## 8. Your Rights Under POPIA

As a data subject under POPIA, you have the right to:

- **Access** — request a copy of the personal information we hold about you
- **Correction** — request correction of inaccurate or incomplete information
- **Deletion** — request deletion of your personal information, subject to legal retention requirements
- **Objection** — object to the processing of your personal information
- **Complaints** — lodge a complaint with the Information Regulator of South Africa

**Information Regulator of South Africa:** [inforeg.org.za](http://inforeg.org.za) | [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za) | +27 (0)10 023 5207

## 9. Cookies

Our website ([devbridge.co.za](http://devbridge.co.za)) may use cookies for basic functionality and analytics. We do not use cookies for advertising or tracking purposes. You may disable cookies in your browser settings without affecting core site functionality.

## 10. Changes to This Policy

We may update this Privacy Policy from time to time. Any material changes will be communicated via email or posted on our website with an updated effective date. Continued use of our services after changes constitutes acceptance of the updated policy.

## 11. Contact Us

For any privacy-related queries, requests, or complaints contact us at: [privacy@devbridge.co.za](mailto:privacy@devbridge.co.za) | [devbridge.co.za](http://devbridge.co.za)