

Offix Office Furniture CC – Privacy Policy

Effective Date: 11/11/2025

1. Introduction

Offix Office Furniture CC (“Offix”, “we”, “our”, “us”) is committed to protecting your personal information and ensuring compliance with South Africa’s Protection of Personal Information Act (POPIA). This Privacy Policy explains how we collect, use, store, and share personal information when you interact with our website, social media channels, and marketing communications.

2. Information We Collect

We may collect the following personal information:

- Name, surname, job title, company name
 - Email address, telephone number
 - Any information provided in enquiry forms
 - Data collected through social media interactions (Instagram, Facebook, LinkedIn)
 - Usage data when visiting our website (e.g., pages viewed, IP address, browser type)
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3. Purpose of Processing

We process personal information for the following purposes:

- Responding to enquiries and requests for quotations
 - Managing client and supplier relationships
 - Marketing and promotional communications (via Mailchimp and social media)
 - Legal and regulatory compliance
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4. Legal Basis

We rely on the following lawful bases for processing personal information under POPIA:

- **Consent:** When you submit an enquiry form or opt-in to marketing communications
- **Contractual necessity:** To provide requested services or respond to enquiries
- **Legitimate interest:** For business administration, communications, and legal compliance

5. Third-Party Processing

We use third-party services, including:

- **Mailchimp** for email marketing
- Social media platforms: Instagram, Facebook, LinkedIn

These providers act as **operators** under POPIA, processing personal information solely on our instructions.

6. Data Retention

We retain personal information only as long as necessary:

- Enquiries: 12–24 months
- Marketing contacts: until unsubscribed
- Legal and financial records: as required by law

7. Data Subject Rights

You have the right to:

- Access your personal information
- Request correction of your personal information
- Request deletion or removal of your personal information

- Object to the processing of your personal information
 - Lodge a complaint with Offix or directly with the Information Regulator
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8. Contact the Information Officer

If you have any questions or wish to exercise your rights under POPIA, please contact our Information Officer:

Information Officer: Celma Pais

Email: celmap@offix.co.za

Phone: +27 11 555 4800

Address: 22 Plantation Road, Eastleigh, Edenvale, South Africa

Information Regulator Contact Details:

Website: <https://www.justice.gov.za/inforeg/>

Email: inforeg@justice.gov.za

9. Security Measures

We implement technical and organizational measures to protect personal information, including:

- Password-protected systems and restricted access
 - Encryption where applicable
 - Staff training on data protection
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10. Changes to This Policy

We may update this Privacy Policy periodically. The latest version will be published on our website.