

Privacy Policy

Effective Date: 1 May 2025

1. Introduction

Confidance (Pty) Ltd (“Confidance”, “we”, “us”, or “our”) is committed to protecting your privacy and ensuring the security of your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you use our software, hardware, websites, and related services (collectively, the “Services”).

This policy is compliant with the Protection of Personal Information Act (POPIA) of South Africa and the General Data Protection Regulation (GDPR) applicable to users in the European Union (EU), the European Economic Area (EEA), and the United Kingdom (UK).

By using our Services, you acknowledge and accept the practices described in this Privacy Policy.

2. Information We Collect

2.1 Information You Provide

- Full name
- Email address and phone number
- Organisation or affiliation (e.g., dance school, university)
- Billing and payment details
- Correspondence, feedback, or queries submitted

2.2 Automatically Collected Information

- IP address, browser type and version

- Device identifiers
- Log data and usage patterns
- Location data (if enabled)

2.3 Competition Data

- Dancer and team names
 - Competition results, scores, and rankings
 - Audio-visual recordings and photographs (if applicable)
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3. Legal Bases for Processing (GDPR Only)

Under GDPR, we process your personal data using the following legal bases:

- Consent – Where you have given explicit consent for a specific purpose
- Contractual Necessity – To perform a contract or pre-contractual measures
- Legal Obligation – To comply with applicable laws and regulations
- Legitimate Interests – For purposes such as improving services, securing our systems, or communicating with you

You may withdraw consent at any time by contacting us at andrew@confidance.co.za.

4. How We Use Your Information

We use your personal data for the following purposes:

- Providing and operating our software and services
- Managing competition entries and participant data

- Processing payments and invoices
 - Sending relevant service communications
 - Enhancing and securing our Services
 - Fulfilling our legal and contractual obligations
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5. Sharing Your Information

We do not sell your personal data. We may share it with:

- Service providers (IT, hosting, payment processing)
- Event organisers or adjudicators (for competitions)
- Legal authorities, if required by law

All third parties are required to comply with relevant data protection obligations, including under POPIA and GDPR.

If data is transferred outside of South Africa or the EU, we ensure it is protected using:

- Adequacy decisions
 - Standard Contractual Clauses (SCCs)
 - Other legal safeguards approved by the GDPR
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6. Data Subject Rights

You have the right to:

- Access your personal data
- Correct or update inaccurate information

- Request deletion (“right to be forgotten”)
- Object to or restrict processing
- Data portability (for EU/UK users)
- Withdraw consent where processing is based on consent
- Lodge a complaint with your local data protection authority

To exercise any of these rights, email us at andrew@confidance.co.za.

7. Data Security

We implement robust security measures to protect your data, including:

- Secure servers and encryption
- Access controls and authentication protocols
- Regular system monitoring

While we strive to use commercially acceptable means to protect your data, no method of transmission over the internet is 100% secure.

8. Data Retention

We retain personal information only as long as necessary to:

- Fulfil the purposes outlined in this Privacy Policy
- Comply with legal or accounting obligations
- Resolve disputes and enforce agreements

Where applicable, data will be securely deleted or anonymised when no longer needed.

9. Cookies and Tracking Technologies

We may use cookies and similar technologies to:

- Enhance website performance and user experience
- Understand usage patterns
- Personalize content

You can manage cookie preferences in your browser settings. Where required, we will obtain your consent before using non-essential cookies.

10. Children's Privacy

Our Services are not directed at children under the age of 18. Personal information of minors will only be processed with parental or guardian consent during competition events.

11. International Data Transfers

If we transfer your data internationally (e.g., to cloud hosting providers), we ensure that:

- Transfers are lawful under POPIA and GDPR
 - Data is protected via contracts and/or data transfer mechanisms
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12. Changes to This Policy

We may update this Privacy Policy periodically. Any material changes will be notified via our website or by direct communication, and the updated policy will include a revised effective date.

13. Contact Information

If you have any questions about this Privacy Policy or your data rights, please contact:

Confidance (Pty) Ltd

Email: andrew@confidance.co.za

Phone: +27 69 508 5857

Address: 15 Weymouth Place, Beethoven Drive, Walmer Heights, Port Elizabeth, 6070

For EU/UK residents: You may contact your local data protection authority if you have concerns about how we handle your personal data.