



PRIVACY POLICY

Sirvis <https://www.getsirvis.com/> is an online business that by necessity involves the collection of Personal Information from individuals who may be interested in a specific type of service, and the use of this personal information to connect to our service providers, who are businesses that provide services in the area for which the personal information was collected. We use advertising, for example on social media and websites, to attract individuals that may be suited for business products or services of our service providers. We are upfront and open about what we do, and this Privacy Policy sets out how we collect your personal data, what we do with it, who we give it to, how we keep it safe and how long we store it for. Although we sell personal data, we believe that transparency is important, and we strive to do our best to protect your personal information in accordance with this Privacy Policy.

1. DEFINITIONS

1.1. When we talk about 'us', we mean Sirvis or [getsirvis.com](https://www.getsirvis.com/) and our affiliates and partners. We are the operator of this website. When we talk about 'you', we mean the person using this website, our app, or services of this website or app, or participating in any activities using our website or app. When we talk about 'service providers' we mean the business or businesses that engage or deal with us to deliver service to you.

1.2. 'Personal data' or 'personal information' is information that directly identifies you, such as your name and email address, or data that could be used, on its own or in combination with other data, to identify you.

1.3. It is very important to us to protect your personal data and to use it strictly in adherence with applicable privacy and data protection laws.

2. STAYING ANONYMOUS

2.1. You can browse our website anonymously, although cookies may be collected.

3. COLLECTION OF DATA

3.1. We collect personal data about you when you give it to us or explicitly consent for it to be given to us. This generally occurs when you complete your profile on our app, in which case you have chosen to consent to the collection and subsequent use of your personal data to connect you with our service providers.

3.2. We collect and process the minimum amount of information we need to be able to deliver your details to our service provider, so that our service provider is able to contact you about their services and deliver effectively to you the service you have expressed interest in, or to fulfil a service contract, or to meet a legal obligation. How much data we collect depends on the type of service you have expressed an interest in. This information can include:

- your first name and last name
- your email address
- your phone number
- your physical address and location
- your gender and age
- your banking details for transactions

3.3. We will not seek sensitive personal data from you, such as health details or information revealing your religious beliefs or ethnic origin.

3.4. Other than listed above, we do not collect financial information relating to you.

3.5. If you partially complete an inquiry, we may follow up with you to make sure you did not forget to complete the inquiry.

4. COOKIES

4.1. We may also use 'cookies' on our website to provide a way for the website to recognise you and keep a track of your preferences, and to enable you to contact us directly from the website. Cookies may also be used to optimise website speed for your convenience, to allow you to customise our web pages and so that you do not have to keep filling in your details repeatedly. We may collect information about your IP address and how you used our site.

4.2. That data collected by cookies does not usually identify you, but may be combined with other information to identify you. If we identify you using information from cookies, we may use that information to track how you use our website and send you information more specific to your needs, or to invite you to purchase one of our services.

5. USE OF DATA

5.1. We use your personal data to connect you to our service providers who may use your personal data to contact you about products or services they deliver or sell. It allows us to align the products and services of our service providers as closely as possible to your needs and situation.

5.2. We process your data and use it to enable our service providers to deliver to you, products, services and information that you have expressed interest in, or that are compatible with the reason you provided your personal data. We may do this because you gave your consent.

5.3. We may also process your usage data (your IP address, geographical location, manner in which you used our site etc) for our legitimate business purpose of monitoring and improving our website and app.

5.4. We will also disclose your personal data where legally compelled to do so.

6. STORAGE AND DISCLOSURE OF DATA

6.1. The personal data you provide to us is stored on our servers which have strict security to ensure data protection, integrity and confidentiality. While we do our best to ensure the security of your data, no storage is 100% secure and we cannot guarantee the safety of your data. From our servers, your data is then shared with relevant service providers to enable them to fulfil the requested services.

7. COLLECTION OF DATA OF MINORS

7.1. We do not intend to collect the personal data of persons under the age of 13. If you are the guardian of a minor and suspect they may have provided us with their personal information, please contact us and request to have the minor's personal information destroyed (use the contact information in the schedule below).

8. DATA RIGHTS

8.1. At your request, we will tell you what personal data about you is being stored, on what basis, and by whom. If you decide your data should not be stored for one or more purposes, you may withdraw your consent from using your data in that way. Please note that we will action your request as soon as practically possible, however such a request will not take effect immediately.

8.2. You may amend inaccurate, incomplete or outdated personal data at any time on our app.

8.3. You may also request that all personal data we have collected about you be deleted from our records and erased from information stored by any third party organisations storing data on our behalf.

9. CONTACT US

9.1. Please let us know if you have any requests, feedback or concerns regarding the way we manage your personal data. Use the contact details listed in the below schedule. We will respond to you within 30 days and take action, within reason, as quickly as possible.

NOTES: Where used in this privacy policy, we and us means: The Sirvis website [getsirvis.com](https://www.getsirvis.com/) which is owned and operated by Sirvis (Pty) Ltd.

If you have questions about your information we hold or how we use it, please contact us via email at: sorted@getsirvis.com