



POPIA Notice

Your rights under South Africa's POPIA

Last updated: 8 June 2026

info@plumbworks.co.za | plumbworks.co.za

POPIA Notice

Protection of Personal Information Act (POPIA) — Notice to Visitors and Clients

Last updated: 8 June 2026

PlumbWorks respects your privacy and is committed to protecting the personal information you share with us, in line with the Protection of Personal Information Act, 4 of 2013 (POPIA). This notice explains, in plain terms, how we handle your personal information and what your rights are.

Responsible party

For the purposes of POPIA, the responsible party is PlumbWorks (info@plumbworks.co.za). POPIA requires a responsible party to handle personal information lawfully. By default, the business owner acts as the Information Officer; if PlumbWorks appoints a separate Information Officer, their details should be added here.

What we mean by personal information

Personal information is any information that can identify you, such as your name, contact number, email address, physical address, or details about the work you ask us to do.

Why we collect it

We collect and process your personal information only for legitimate business purposes, namely to:

- Respond to enquiries and provide quotes.
- Carry out plumbing services you request.
- Communicate with you about your job.
- Keep proper business and accounting records.
- Comply with our legal obligations.

How we collect it

We collect personal information directly from you, for example when you complete our contact form, email us, phone us, or engage us to do work. We may also receive basic technical information automatically when you use our website.

Consent

By providing your personal information to us, you consent to us processing it for the purposes set out in this notice. You may withdraw your consent at any time by contacting us, though this may affect our ability to provide services to you.

How we store and protect it

We keep your personal information secure and take reasonable steps to guard against loss, damage, or unauthorised access. We retain it only for as long as necessary to fulfil the purpose for which it was collected, or as required by law.

Sharing your information

We do not sell or rent your personal information. We may share it only where necessary, for example with service providers who help us operate, or where we are required to by law.

Your rights under POPIA

Under POPIA, you have the right to:

- Be told what personal information we hold about you.
- Request access to that information.
- Request that we correct or delete information that is inaccurate or no longer needed.
- Object to the processing of your information in certain circumstances.
- Lodge a complaint with the Information Regulator.

To exercise any of these rights, contact us at info@plumbworks.co.za.

The Information Regulator

If you believe we have not handled your personal information properly, you may contact the Information Regulator of South Africa at inforegulator.org.za (email: complaints.IR@inforegulator.org.za).