



Manye Group Privacy Policy

Effective date 14 September 2026

Protection of personal information and website privacy practices

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Business locations	Cape Town and Johannesburg, South Africa

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Purpose of this policy

This policy explains how Manye Group collects, uses, stores, protects and shares personal information across its website, online shop and professional services. It also explains the rights available to individuals under applicable South African privacy legislation.

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1. Introduction

Manye Group PTY LTD (“Manye Group”, “we”, “us” or “our”) respects the privacy of individuals and is committed to protecting personal information collected through our website, online shop, software services, IT consulting services and other business activities.

This Privacy Policy explains how we collect, use, store, protect and disclose personal information in accordance with applicable South African legislation, including the Protection of Personal Information Act 4 of 2013 (“POPIA”) and, where applicable, the Electronic Communications and Transactions Act 25 of 2002 (“ECTA”).

By using our website, creating an account, purchasing products from our online shop, requesting our services or otherwise providing personal information to us, you acknowledge that you have read and understood this Privacy Policy.

2. Who We Are

Manye Group PTY LTD is a South African technology and IT services company providing services that may include:

- Business Analysis;
- IT Consulting;
- Software Development;
- AI Forecasting and AI Reporting;
- Software Services;
- Software Reengineering;
- System Maintenance; and
- Other technology and digital services.

Manye Group also operates an online shop through which customers may purchase stationery, office supplies and related products.

For purposes of POPIA, Manye Group may act as a responsible party when determining the purposes and means of processing personal information.

3. Information We Collect

Depending on how you interact with us, we may collect the following information.

3.1 Personal and Contact Information

This may include:

- Full name;
- Company name;
- Email address;
- Telephone or mobile number;
- Physical address;

- Billing address;
- Delivery address;
- Postal address; and
- Other contact information you voluntarily provide.

3.2 Online Shop Information

When you purchase stationery, office supplies or other products from our online shop, we may collect:

- Products purchased;
- Quantity and order details;
- Order number;
- Delivery information;
- Billing information;
- Customer account information;
- Purchase history;
- Returns, refunds and support information; and
- Communications relating to your order.

3.3 Payment Information

Payments may be processed through third-party payment providers.

We may receive information relating to a transaction, such as:

- Payment status;
- Transaction reference;
- Amount paid;
- Payment date;
- Payment method;
- Limited payment-related information required to reconcile the transaction.

We do not intend to store customers' complete credit or debit card numbers, CVV numbers or card PINs on our own systems.

Payment information may be processed directly by our third-party payment service providers in accordance with their own privacy and security policies.

3.4 Account Information

If our website allows users to create an account, we may collect:

- Username;
- Email address;
- Password or authentication information;
- Account preferences;

- Order history; and
- Other information associated with the account.

Passwords should be securely encrypted or hashed and should not be stored in plain text.

3.5 Business and Service Information

If you engage Manye Group for IT consulting, software development, business analysis, AI forecasting or other professional services, we may collect information necessary to provide those services, including:

- Business contact information;
- Project requirements;
- Business processes;
- Technical requirements;
- Documentation;
- User requirements;
- System information;
- Project communications; and
- Information supplied by your organisation for purposes of delivering the contracted services.

3.6 Website and Technical Information

When you visit our website, certain technical information may automatically be collected, including:

- IP address;
- Browser type;
- Device type;
- Operating system;
- Pages visited;
- Date and time of visits;
- Referring website;
- Website interactions; and
- Other technical or usage information.

This information may be collected through cookies, analytics tools, server logs and similar technologies.

4. How We Collect Information

We may collect personal information:

- Directly from you;
- When you create an account;
- When you place an order;

- When you make a payment;
- When you request a quotation;
- When you contact us;
- When you subscribe to marketing communications;
- When you use our website;
- Through cookies and analytics technologies;
- From authorised representatives of your organisation;
- From service providers assisting us with our business; or
- Where permitted by law, from publicly available or third-party sources.

We will generally seek to collect information directly from the individual to whom it relates where reasonably practicable.

5. Purposes For Which We Use Personal Information

We may process personal information for legitimate business purposes, including:

Online Shop

- Creating and managing customer accounts;
- Processing orders;
- Processing payments;
- Delivering products;
- Managing returns and refunds;
- Providing customer support;
- Sending order confirmations and updates;
- Maintaining purchase records;
- Detecting and preventing fraudulent transactions; and
- Managing disputes relating to purchases.

IT and Professional Services

- Responding to enquiries;
- Preparing quotations and proposals;
- Providing IT consulting services;
- Developing and maintaining software;
- Conducting business analysis;
- Implementing AI forecasting and reporting solutions;
- Managing projects;
- Providing technical support;
- Communicating with clients; and
- Fulfilling contractual obligations.

General Business Purposes

We may also process personal information to:

- Operate and improve our website;
- Improve our products and services;
- Conduct analytics;
- Maintain security;
- Prevent fraud and abuse;
- Comply with legal obligations;
- Maintain financial and accounting records;
- Resolve complaints and disputes;
- Protect our rights and property; and
- Perform other purposes permitted by applicable law.

6. Legal Basis For Processing

Where required by POPIA, we will process personal information only where there is a lawful basis for doing so.

Depending on the circumstances, this may include:

- The individual's consent;
- Performing a contract with the individual or taking steps at the individual's request before entering into a contract;
- Compliance with a legal obligation;
- Protecting a legitimate interest of the individual;
- Protecting the legitimate interests of Manye Group or another third party; or
- Where processing is otherwise permitted by applicable law.

Where processing is based on consent, you may withdraw your consent, subject to legal or contractual limitations.

7. Information Required For Online Purchases

Certain information is necessary to complete an online purchase.

For example, we may require your:

- Name;
- Contact details;
- Billing information;
- Delivery address; and
- Payment-related information.

If you do not provide information necessary to process your order, we may be unable to complete the transaction or deliver the products to you.

8. Payment Processing

Our online shop may use third-party payment service providers, including PayFast or other payment providers selected by Manye Group.

Payment providers may process payment and card information on our behalf.

When making a payment, you may be redirected to or interact with the payment provider's systems.

We encourage customers to review the privacy policies and terms of the applicable payment provider.

Manye Group may receive transaction information necessary to confirm payment, fulfil orders, reconcile accounts, detect fraud and manage refunds or disputes.

9. Fraud Prevention And Payment Security

To protect Manye Group and our customers, we may conduct reasonable checks relating to online transactions.

This may include:

- Transaction verification;
- Reviewing unusual purchasing patterns;
- Verifying delivery information;
- Identifying potentially fraudulent transactions;
- Reviewing payment status;
- Requesting additional information where reasonably necessary; and
- Cancelling or delaying transactions where fraud is reasonably suspected.

We may share relevant information with payment processors, financial institutions, fraud-prevention providers or law-enforcement authorities where permitted or required by law.

10. Cookies

Our website may use cookies and similar technologies.

Cookies may be used to:

- Keep users logged in;
- Remember shopping-cart information;
- Maintain website functionality;
- Understand how visitors use our website;
- Improve website performance;
- Personalise website experiences;
- Measure advertising effectiveness; and
- Assist with security and fraud prevention.

You may configure your browser to refuse or delete cookies. However, disabling certain cookies may affect website functionality, including shopping-cart or account functionality.

Where required by law, we will obtain appropriate consent before using non-essential cookies.

11. Marketing Communications

Where permitted by law, we may send customers or prospective customers information about:

- New products;
- Stationery and office-supply promotions;
- Special offers;
- Company services;
- Software services;
- IT consulting services;
- Events; and
- Other relevant business communications.

Where required, we will obtain appropriate consent before sending direct marketing communications.

You may unsubscribe from marketing communications at any time by following the unsubscribe instructions provided in the communication or contacting us directly.

Unsubscribing from marketing communications will not necessarily prevent us from sending essential transactional communications, such as order confirmations, invoices, payment notifications or service-related communications.

12. Sharing Personal Information

We will not sell your personal information to third parties.

We may, however, disclose personal information where reasonably necessary for legitimate business purposes or where permitted or required by law.

Recipients may include:

- Payment service providers;
- Banks and financial institutions;
- Product suppliers;
- Courier and delivery companies;
- Hosting providers;
- Website and software service providers;
- IT and cybersecurity providers;
- Accounting and professional advisers;
- Legal advisers;
- Marketing and communications service providers;

- Analytics providers;
- Government authorities;
- Regulators;
- Law-enforcement agencies; and
- Other service providers necessary to operate our business.

Where appropriate, we will take reasonable steps to ensure that third parties processing personal information on our behalf provide appropriate safeguards.

13. International Transfers

Some of our technology, hosting, software, cloud, payment or other service providers may process information outside South Africa.

Where personal information is transferred outside South Africa, Manye Group will take reasonable steps to ensure that the transfer is conducted in accordance with POPIA and other applicable legal requirements.

This may include ensuring that the recipient:

- Is subject to appropriate data-protection laws;
- Provides adequate safeguards;
- Is subject to contractual protections; or
- Receives the information with the individual's consent where required.

14. Data Security

Manye Group takes reasonable technical and organisational measures to protect personal information against:

- Loss;
- Theft;
- Unauthorised access;
- Unauthorised disclosure;
- Unauthorised modification;
- Accidental destruction; and
- Other unlawful processing.

Security measures may include:

- Access controls;
- Password protection;
- Encryption where appropriate;
- Secure hosting;
- Firewalls and security monitoring;
- Software updates;

- Backups;
- Restricted employee access; and
- Other appropriate security measures.

However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

15. Data Breaches

If Manye Group becomes aware of a security compromise involving personal information, we will take reasonable steps to investigate, contain and remediate the incident.

Where required by POPIA or other applicable law, we will notify the Information Regulator and affected individuals of a security compromise.

16. Retention Of Personal Information

We will retain personal information only for as long as reasonably necessary for the purposes for which it was collected, unless a longer retention period is required or permitted by law.

Retention periods may depend on:

- The nature of the information;
- The purpose for which it was collected;
- Contractual requirements;
- Accounting requirements;
- Tax requirements;
- Legal obligations;
- Dispute-resolution requirements; and
- Security or fraud-prevention requirements.

When personal information is no longer required, we may securely delete, destroy or anonymise it.

17. Your Rights Under Popia

Subject to applicable legal limitations, you may have the right to:

- Request access to personal information we hold about you;
- Request correction or updating of inaccurate information;
- Request deletion of personal information where legally permitted;
- Object to certain processing;
- Object to direct marketing;
- Withdraw consent where processing is based on consent;
- Request information about how your personal information is processed; and
- Lodge a complaint with the Information Regulator.

We may need to verify your identity before processing a request concerning your personal information.

18. Requesting Access To Personal Information

Requests for access to personal information may be made by contacting Manye Group using the contact details provided below.

Depending on the nature of the request, we may require:

- Proof of identity;
- Sufficient information to identify the relevant records; and
- Additional information reasonably necessary to process the request.

We may charge a lawful fee where permitted by applicable legislation.

19. Correction Of Personal Information

If you believe that information we hold about you is inaccurate, incomplete, outdated or misleading, you may request that it be corrected or updated.

We will take reasonable steps to correct information where appropriate.

20. Children'S Personal Information

Our website and online shop are not intentionally directed at children.

We do not knowingly collect personal information from children without appropriate consent from a competent person where required by law.

If you believe that a child has provided personal information to us unlawfully, please contact us so that we can investigate and take appropriate action.

21. Third-Party Websites

Our website may contain links to third-party websites, services or platforms.

These third parties operate independently from Manye Group and may have their own privacy policies.

We are not responsible for the privacy practices, security or content of third-party websites.

Customers should review the privacy policies of third-party websites before providing personal information.

22. Business Transactions

If Manye Group undergoes a merger, acquisition, restructuring, sale of assets or other business transaction, personal information may be transferred as part of that transaction, subject to applicable privacy laws.

Where required, appropriate notices and protections will be implemented.

23. Changes To This Privacy Policy

We may update this Privacy Policy from time to time to reflect:

- Changes to our business;
- Changes to our website or online shop;
- Changes to our services;
- Changes in technology;
- Changes in legal requirements; or
- Changes to our privacy practices.

The updated version will be published on our website with a revised effective date.

We encourage users to review this Privacy Policy periodically.

24. Information Officer

Manye Group will designate an Information Officer in accordance with applicable South African privacy legislation.

Information Officer: Valentia Manye

Email: info.manyegroup@gmail.com

Telephone: +27 71 898 4094

Requests relating to personal information, privacy or POPIA compliance may be directed to the Information Officer.

25. Complaints

If you have a concern regarding how Manye Group processes your personal information, we encourage you to contact us first so that we can investigate and attempt to resolve the matter.

You may also lodge a complaint with the South African Information Regulator where permitted by law.

Information Regulator (South Africa)

Website: infoeregulator.org.za

Email: infoeregulator@infoeregulator.org.za

26. Contact Us

For questions, requests or complaints regarding this Privacy Policy or our handling of personal information, please contact:

Manye Group PTY LTD

Email: info.manyegroup@gmail.com

Telephone: +27 71 898 4094

Business Locations: Cape Town and Johannesburg, South Africa

27. Acceptance

By using the Manye Group website, creating an account, purchasing products through our online shop, submitting an enquiry or engaging our services, you acknowledge that you have had an opportunity to review this Privacy Policy.

Where applicable, specific consent will be requested for processing activities that require consent under applicable law.

Last updated 14 September 2026

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