PRIVACY POLICY

Blydex (Pty) Ltd, effective 23 October 2026

1. Who we are

1.1. Blydex (Pty) Ltd ("Blydex", "we") is the responsible party for the personal information described in this policy. We are at 38 Lebombo Road, Ashlea Gardens, Pretoria, 0081, on 083 424 2444 and at info@blydex.co.za.

1.2. Our Information Officer is our director, Soren Burkal Nielsen, at info@blydex.co.za, and our Deputy Information Officer is Alan Buttle, at alan@blydex.co.za. This policy gives the information section 18 of the Protection of Personal Information Act 4 of 2013 ("POPIA") requires.

2. What we collect

2.1. What you give us: your name, contact details, company details, and the documents and information you provide when you enquire, engage us or apply for a visa through us.

2.2. What we collect automatically: when you use www.blydex.co.za, technical information such as your IP address, browser type and the pages you visit, through cookies.

2.3. What we receive from others: information from your employer or company when they engage us for you, from public registers such as the Companies and Intellectual Property Commission, and from authorities in the course of a matter.

3. Why we use it

3.1. To answer your enquiry and prepare a proposal.

3.2. To deliver the services you engage us for in accounting, labour, corporate services, compliance and risk, and immigration and visas.

3.3. To invoice, collect payment and keep the records the law requires.

3.4. To run and secure our website.

3.5. To send you information about our services, as clause 8 allows.

4. Whether you must give it

4.1. Giving us personal information is voluntary, but we cannot act for you without the information a service requires. For a visa application, the Immigration Act 13 of 2002 and its regulations prescribe what must be submitted.

5. Special personal information

5.1. Visa applications need police clearance certificates and medical reports. These are special personal information under section 26 of POPIA. We process them only with your consent and only for your application.

6. Who we share it with

6.1. We share personal information only where the purpose requires it: with the Department of Home Affairs and South African missions and their visa facilitation agents, the Companies and Intellectual Property Commission, the South African Revenue Service, banks, auditors and professional advisers, and the service providers who host our email, files, accounting and website under written agreements.

6.2. We never sell personal information.

7. Information sent outside South Africa

7.1. Some of our service providers store data outside South Africa, and a visa matter may need documents sent to a mission or authority abroad. We do this only where section 72 of POPIA allows it.

8. Marketing

8.1. We send marketing by email or other electronic means only to clients about similar services, or to people who have consented, as section 69 of POPIA requires. Every message carries a way to opt out free of charge.

9. Cookies

9.1. Our website uses the cookies it needs to work. Any analytics or other non essential cookies are used only if you accept them. You can block or delete cookies in your browser settings.

10. Security and retention

10.1. We take reasonable technical and organisational measures to protect personal information against loss, damage and unauthorised access. If your information is compromised, we will tell you and the Information Regulator as section 22 of POPIA requires.

10.2. We keep personal information only as long as the purpose or the law requires, and then destroy or de-identify it.

11. Your rights

11.1. You may ask whether we hold your personal information and for a copy of it, ask us to correct or delete it, object to its processing and withdraw your consent, by writing to our Information Officer or Deputy Information Officer.

11.2. You may complain to the Information Regulator at enquiries@inforegulator.org.za, on 010 023 5200, or at www.inforegulator.org.za.

11.3. Our PAIA and POPIA Manual on www.blydex.co.za explains how to request records.

12. Changes

12.1. We publish any change to this policy on our website with its new effective date.