

PRIVACY POLICY

Entrepreneurship & Enterprise Development Programmes

Rhiza Ventures (Pty) Ltd

Effective Date: 10 December 2025

1. Introduction

Rhiza Ventures (Pty) Ltd ("Rhiza Ventures", "we", "us", "our") is committed to protecting the privacy and personal information of all applicants, participants, suppliers, mentors, partners, and stakeholders who engage with our entrepreneurship and enterprise development programmes ("Programmes").

This Privacy Policy outlines:

- The personal and business information we collect,
- Why we collect it,
- How it is used, stored, and shared,
- How long it is retained, and
- The rights available to you under the Protection of Personal Information Act, 4 of 2013 ("POPIA").

For this Policy:

"You" refers to any individual or business representative whose information we process.

"Personal information" follows the definition in POPIA.

"Business information" means enterprise-related data provided through our application, assessment, monitoring, and reporting processes.

Rhiza Ventures processes information lawfully, fairly, and transparently and in full alignment with POPIA.

2. Information We Collect

2.1 Personal Information

We may collect:

- Full names
- ID or passport number (for verification, where required)

Contact details (mobile number, email address, physical address)

Demographic information required for donor or regulatory reporting (age range, gender, etc.)

Your role in the business (e.g., owner, co-owner, manager)

2.2 Business Information

We may collect:

Registered/trading business name

CIPC registration documents (where applicable)

Tax number and compliance status

Business location (province, municipality, township/area)

Sector, industry, and operational details

Business age and trading history

Financial information (turnover, margins, financial indicators)

Number of employees (including gender/age breakdowns if required)

Market, supplier, and customer information

2.3 Programme Participation Information

This includes:

Application forms and supporting documents

Pre-assessment and due diligence outcomes

Selection panel scoring

Attendance records for coaching, training, and mentorship

Progress reports and business performance results

Documents submitted for grant/finance access or compliance

2.4 Technical Information

When using digital forms and platforms:

IP address and general region

Browser/device information

Form usage timestamps or logs

3. Purpose of Collection

We process personal and business information for:

3.1 Application Processing

Receiving and reviewing Programme applications

Validating eligibility and suitability

Conducting due diligence and compliance checks

3.2 Programme Delivery

Designing and delivering customised business support

Providing coaching, mentorship, training, and market access

Supporting business compliance and growth

3.3 Monitoring, Evaluation & Reporting

Tracking business performance, revenue, and job creation

Generating insights to strengthen Programme design

Reporting impact to donors and strategic partners

(primarily in aggregated or anonymised formats)

3.4 Legal & Compliance Purposes

Meeting audit, regulatory, and contractual obligations

Preventing and detecting fraud or misuse of funds

3.5 Communication

Sending updates, opportunities, reminders, and surveys

Contacting you regarding Programme progress or requirements

We collect only what is necessary for Programme implementation and lawful business operations.

4. How We Use the Information

We use your information solely for purposes aligned with Programme delivery, including:

Tailoring support and interventions

Evaluating business performance

Producing anonymised or aggregated impact reports

Facilitating access to finance or markets where applicable

We do not sell personal or business information.

5. Information Sharing

Your information may be shared under lawful, controlled conditions with:

5.1 Internal Staff

Rhiza Ventures personnel responsible for Programme delivery, finance, and monitoring.

5.2 Donors, Funders, and Strategic Partners

Primarily aggregated and anonymised data

Identifiable information only when contractually required or for audits/compliance

5.3 Service Providers

Including:

Coaches, mentors, and trainers

IT and cloud service providers

Independent auditors or evaluators

All service providers are required to apply POPIA-aligned controls.

5.4 Legal and Regulatory Authorities Where mandated by law or court order.

6. Data Storage, Security, and Retention

We implement appropriate security measures, including:

Password protection and access controls

Secure servers and cloud platforms

Regular backups and restricted access

Retention

Application and Programme records are kept for up to 7 years post-Programme for audit and compliance.

Aggregated, anonymised data may be retained indefinitely for research and reporting.

At the end of retention, information is securely deleted, de-identified, or anonymised.

7. Cross-Border Transfers

Some digital platforms used (e.g., for forms or cloud storage) may store data outside South Africa.

Such transfers comply with section 72 of POPIA, and only platforms with adequate data protection standards are used.

8. Your Rights

Under POPIA, you may:

Request access to your personal information

Request correction of inaccurate or outdated data

Request deletion where legally appropriate

Object to certain types of processing

Withdraw consent (where processing is based on consent)

To exercise these rights, contact us using the details below.

9. Contact Details

For questions or privacy-related requests, contact:

Rhiza Ventures (Pty) Ltd

Landline: 011 462 7431

Email: info@rhizaventures.com

Address:

Rosebank Office Park

Block B, Ground Floor

179 Jan Smuts Avenue

Parktown North, 2193

South Africa

10. Use of Digital Forms and Platforms

We use secure platforms (e.g., Microsoft Forms, Jotform, or similar systems) for application, reporting, and data capture. These platforms follow recognised security and privacy frameworks.

11. Changes to This Privacy Policy

Rhiza Ventures may amend this Policy from time to time. Updated versions will be published on our official digital channels and take effect on the date of posting.

Last Updated: 10 December 2025.