

Data Deletion Policy

Effective Date: September 2025

Company Name: Softy Comp (Pty) Ltd

Website: www.softycomp.co.za

Contact Email: eftservices@softycomp.co.za

1. Overview

At Softy Comp (Pty) Ltd, we are committed to protecting your privacy and ensuring transparency in how your personal data is handled. If you have interacted with our services, including receiving WhatsApp messages from one of our clients, you have the right to request the deletion of your personal data in accordance with applicable privacy laws, including the **Protection of Personal Information Act (POPIA)** of South Africa.

2. Who Can Request Data Deletion?

You may request deletion of your personal data if you:

- Are a customer who received WhatsApp messages from one of our clients
 - Are a client who has used our WhatsApp messaging services
 - Have submitted your personal information through our website or services
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3. What Data Can Be Deleted?

Upon request, we will delete the following types of data where applicable:

- Name and contact details (e.g., phone number, email address)
- WhatsApp message content and related metadata (if stored)
- Business account data (for clients who terminate service)
- Any other personal data we may have collected through your interaction with our services

We may retain limited data only as required by law (e.g., accounting or fraud prevention) for a legally permissible duration.

4. How to Request Data Deletion

To request the deletion of your data, please email us using the contact information below.

Email: eftservices@softycomp.co.za

Subject line: Data Deletion Request

Please include the following information in your request:

- Your full name
- Phone number or email address used in your interaction
- Name of the business (if relevant)
- Description of your interaction with our services

We will acknowledge your request within **7 business days** and, if eligible, delete your data within **30 calendar days**.

5. Contact Us

If you have questions about our Data Deletion Policy or need assistance submitting your request, please contact:

Softy Comp (Pty) Ltd

Email: eftservices@softycomp.co.za

Website: www.softycomp.co.za