Privacy Policy

Are you POPI Act Compliant?

Yes, we have registered an information officer with the Regulator.

What type of information do we collect?

As language editors, we receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; email address; connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, communications); payment methods (PayPal or EFT), comments, feedback, and personal profile.

How do we collect information?

When you agree to use our services, as part of the process, we collect personal information you give us, such as your name, address, VAT number, and email address. Your personal information will be used for quotations, invoicing, and mandatory record-keeping only.

Why do you collect such personal information?

We collect such Non-personal and Personal Information for the following purposes:
- *To provide and operate the Services;*
- *To provide our Users with ongoing customer assistance and technical support;*
- *To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;*
- *To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;*
- *To comply with any applicable laws and regulations.*

How do you store, use, share and disclose your site visitors' and email clients' personal information?

Our company is hosted on the Wix.com platform. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

Email clients' personal information and documentation are stored on secure electronic devices belonging to Gephart and Gephart and will never be shared with third parties.

How do you communicate with your site visitors or email clients?

We may contact you to notify you regarding your work, to troubleshoot problems with your work, to resolve a dispute, to collect fees or monies owed, to send updates about our company, or as otherwise necessary to contact you to enforce our service agreement and any agreement we may have with you. For these purposes, we may contact you via email, phone, WhatsApp or WeChat.

Privacy policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Questions and your contact information

If you would like to access documentation we have about you or correct, amend or delete any personal information we have about you, you are invited to contact us at docs@gephartandgephart.com.