

Privacy Policy

Effective Date: 1st June 2026

The Support Force (Pty) Ltd ("The Support Force", "we", "our", or "us") is committed to protecting your personal information and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect personal information in accordance with the Protection of Personal Information Act, 2013 (POPIA), and where applicable, the General Data Protection Regulation (GDPR).

1. Who We Are

The Support Force (Pty) Ltd is a South African company providing remote staffing and recruitment services to businesses in South Africa, the United Kingdom, and internationally.

2. Information We Collect

We may collect:

- Name and surname
- Email address
- Telephone number
- Company information
- Employment information
- CVs and application details
- Communication records
- Website usage data
- IP address and browser information

3. How We Use Your Information

We use personal information to:

- Respond to enquiries
- Provide our services
- Recruit and place candidates
- Communicate with clients and candidates
- Improve our website and services
- Comply with legal and regulatory obligations
- Maintain records and security

4. Lawful Basis for Processing

Information is processed based on:

- Your consent
- Performance of a contract
- Legitimate business interests
- Compliance with legal obligations

5. Sharing Information

We may share information with:

- Clients seeking staff placements
- Professional advisers
- Service providers and technology partners
- Regulatory authorities when required by law

We do not sell personal information.

6. International Transfers

As we provide services to international clients, personal information may be transferred outside South Africa. Appropriate safeguards are implemented to protect such information.

7. Security

We implement reasonable technical and organisational measures to protect personal information against unauthorised access, disclosure, loss, or misuse.

8. Retention

Information is retained only for as long as reasonably necessary or as required by law.

9. Your Rights

You may request:

- Access to your information
- Correction of inaccurate information
- Deletion where legally permissible
- Restriction or objection to processing
- Withdrawal of consent

Requests may be submitted using the contact details below.

10. Cookies

Our website uses cookies and similar technologies. Please refer to our Cookie Notice.

11. Contact Us

The Support Force (Pty) Ltd

Email: info@thesupportforce.com

Website: www.thesupportforce.com

12. Changes to this Policy

We reserve the right to update this Privacy Policy from time to time.