

Privacy Policy

Your privacy matters to us. This policy explains how Williee collects, uses, stores, and protects your personal information in accordance with POPIA.

Effective: 1 June 2025

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Regulated by: POPIA (SA)

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Who We Are (Responsible Party)

Williee (operated at williee.co.za) is the Responsible Party as defined under the Protection of Personal Information Act 4 of 2013 (POPIA). We are responsible for determining the purpose and means by which your personal information is processed on our platform.

By accessing or using Williee, you consent to the collection and use of your personal information as described in this Privacy Policy.

Information Officer: As required by POPIA, Williee has designated an Information Officer responsible for overseeing compliance with data protection obligations. Queries may be directed to:

privacy@williee.co.za

2.1 INFORMATION YOU PROVIDE DIRECTLY

- **Account Registration:** Name, email address, phone number, password
- **Organiser Onboarding:** Business name, registration details, bank account details for payouts, identity documents (KYC)
- **Event Listings:** Event details, images, descriptions, ticket information submitted by Organisers
- **Communications:** Messages, support requests, feedback submitted to Williee

2.2 INFORMATION COLLECTED AUTOMATICALLY

- IP address, browser type, device identifiers, and operating system
- Pages visited, time spent on pages, referring URLs
- Session data and usage behaviour via cookies and analytics tools

2.3 PAYMENT INFORMATION

Williee does **not** collect, store, or process raw payment card data. All payment information is handled exclusively by **Paystack**, a PCI DSS-compliant payment processor. Williee only receives transactional confirmation and reference data from Paystack.

2.4 KYC & VERIFICATION DATA

For Organiser verification, Williee may collect identity documents, tax numbers, or business registration documents as part of our KYC process. This data is processed securely and retained only as long as required for compliance purposes.

How We Use Your Personal Information

Purpose	Type of Data	Legal Basis
Account creation and authentication	Name, email, password	Contractual necessity
Processing ticket purchases	Contact info, transaction data	Contractual necessity
Event listing and management	Organiser profile and event data	Contractual necessity

Purpose	Type of Data	Legal Basis
Organiser identity verification (KYC)	ID documents, business details	Legal obligation / legitimate interest
Payouts to event organisers	Banking and financial details	Contractual necessity
Fraud prevention and risk assessment	Transaction patterns, usage data	Legitimate interest
Customer support and dispute resolution	Communications, transaction history	Legitimate interest / legal obligation
Marketing and platform updates	Email address	Consent (opt-in only)
Platform analytics and improvement	Anonymised usage data	Legitimate interest
Legal compliance and reporting	All relevant data as required	Legal obligation

4 Legal Basis for Processing

Under POPIA, Williee processes personal information on the following lawful grounds:

- **Contractual necessity:** Processing required to provide the services you have requested.
- **Legal obligation:** Processing required to comply with applicable laws, regulations, or legal proceedings.
- **Legitimate interests:** Processing necessary for Williee's legitimate business interests (e.g., fraud prevention, platform security), where these are not overridden by your interests or rights.
- **Consent:** Where you have given explicit consent, such as for marketing communications. You may withdraw consent at any time.

5 Third-Party Sharing & Disclosure

Williee does not sell your personal information to third parties. We may share your data in the following circumstances:

5.1 SERVICE PROVIDERS (OPERATORS)

We share data with trusted third-party service providers who assist us in operating the Platform, including payment processors (Paystack), cloud hosting providers, email delivery services, and analytics platforms. These providers are contractually bound to handle data securely and only for specified purposes.

5.2 EVENT ORGANISERS

When you purchase a ticket, your contact information (name, email, and where applicable, phone number) may be shared with the relevant Organiser for the purpose of event access, communications, and entry management.

5.3 LEGAL & REGULATORY DISCLOSURE

We may disclose personal information where required by law, court order, or regulatory authority, including for the prevention or investigation of fraud or financial crime.

5.4 BUSINESS TRANSFERS

In the event of a merger, acquisition, or sale of assets, your personal information may be transferred to the successor entity, subject to equivalent privacy protections.

6 Payment Data & Paystack

Williee integrates with **Paystack** for payment processing. When you make a payment on Williee, you are also subject to [Paystack's Privacy Policy and Terms of Service](#).

Williee only receives:

- Transaction confirmation and reference numbers
- Payment status (successful, failed, pending)
- Anonymised billing information required for payout processing

Williee never has access to raw card details, CVV numbers, or full payment credentials. All such data is handled exclusively within Paystack's PCI DSS-compliant environment.

7 Data Retention

Williee retains personal information only for as long as is necessary to fulfil the purposes for which it was collected, or as required by law. Our general retention schedule is:

- **Account data:** Retained for the duration of your account and up to 5 years after account closure.

- **Transaction records:** Retained for a minimum of 5 years in compliance with financial record-keeping requirements.
- **KYC / identity documents:** Retained for the duration of the Organiser relationship and up to 5 years thereafter.
- **Marketing data:** Retained until consent is withdrawn.
- **Support communications:** Retained for 3 years from date of last contact.

Upon expiry of the applicable retention period, data is securely deleted or anonymised.

8 Your Rights Under POPIA

As a data subject under POPIA, you have the following rights:

- **Right to Access:** Request a copy of the personal information we hold about you.
- **Right to Correction:** Request correction of inaccurate or incomplete personal information.
- **Right to Deletion:** Request the deletion of your personal information where it is no longer required for lawful purposes.
- **Right to Object:** Object to the processing of your personal information for direct marketing or other purposes based on legitimate interests.
- **Right to Withdraw Consent:** Withdraw any previously given consent at any time without affecting prior lawful processing.
- **Right to Complain:** Lodge a complaint with the **Information Regulator of South Africa** if you believe your rights have been infringed.

To exercise any of the above rights, contact us at: privacy@williee.co.za. We will respond within 30 days of receiving your request.

9 Cookies & Tracking Technologies

Williee uses cookies and similar technologies to enhance your experience on the Platform. Cookies are small data files stored on your device.

- **Essential Cookies:** Required for the Platform to function. These cannot be disabled.
- **Analytics Cookies:** Help us understand how users interact with the Platform (e.g., Google Analytics). Data collected is anonymised or pseudonymised.

- **Preference Cookies:** Remember your settings and preferences for a personalised experience.
- **Marketing Cookies:** Used only with your consent to deliver relevant promotional content.

You may manage your cookie preferences through your browser settings. Disabling certain cookies may affect Platform functionality.

10 Data Security

Williee implements appropriate technical and organisational security measures to protect your personal information against unauthorised access, alteration, disclosure, or destruction. These measures include:

- Encrypted data transmission (HTTPS/TLS) across the Platform
- Secure hosting infrastructure with access controls
- Regular security assessments and reviews
- Strict internal access controls and data handling procedures
- Third-party payment processing via Paystack's PCI DSS-compliant environment

In the event of a data breach that poses a risk to your rights and freedoms, Williee will notify affected individuals and the Information Regulator as required by POPIA.

11 Children's Privacy

The Williee Platform is not directed at or intended for use by persons under the age of **18 years**. Williee does not knowingly collect personal information from children. If we become aware that we have collected data from a minor, we will take steps to delete such information promptly.

12 Changes to This Privacy Policy

Williee reserves the right to update this Privacy Policy from time to time. Material changes will be communicated via email or a prominent notice on the Platform prior to taking effect. The "Last Revised" date at the top of this document will reflect the most recent update. Continued use of the Platform after any changes constitutes acceptance of the revised Policy.

13 Contact & Information Regulator

Williee Information Officer

Email: privacy@williee.co.za

Website: williee.co.za

Information Regulator of South Africa

Website: infoeregulator.org.za

Email: infoereg@justice.gov.za

Williee

[Terms of Service](#) [Privacy Policy](#) [Refund Policy](#) [Contact Support](#)

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Compliant with POPIA (Protection of Personal Information Act 4 of 2013)