

## **PRIVACY (and CONFIDENTIALITY) POLICY**

Coming from a highly “confidential” work background and environment, JonnyWRITE (Jonny) holds **Confidentiality, Privacy, Integrity** and **Reliability** as Core Values, to be embraced and upheld. In this document, “I”, “my”, and “Jonny” refer to [www.jonnywrite.com](http://www.jonnywrite.com).

This policy document serves firstly, to detail the philosophy of JonnyWRITE in conducting all business, and secondly, to demonstrate to potential as well as actual Customers that their information is safe (whether personal or work related), and held in strictest confidence. It also aims to show that all business is treated with complete integrity and reliability, with a view to a successful (and possibly long-term) working relationship:

1. All information, whether “personal” information, or the “work” itself, is treated with absolute “privacy”, and strictest “confidentiality”. I protect anyone who gives me information (i.e. only I deal with it, taking all necessary precautions);
2. Above all else, I value my “personal integrity”, carrying this value through to all business and working relationships (i.e. to do each work assignment to the best of my ability, to meet all Customer requirements and expectations, while safeguarding their confidentiality and privacy); and
3. I never give up on commitments, and can be “relied upon” to deliver to specification as agreed, on time and within the budget.

As such, I commit to ensure the confidentiality of all personal and work related information applicable to this business. I do not share, sell, or disclose information to any third party that is obtained as a result of interactions originating from my website.

I also understand that users of my website might want to know what information is relevant, and how this information and data will be used and protected (before, as well as during, and after the work is completed).

### **Personal (and Business) Information**

Personal information is obtained through forms (via website), and through communication between the Customer and Jonny.

1. Initial Contact / Query (from website)

The following basic identification and contact information is applicable:

- a. Name;
- b. Phone number; and
- c. Email address.

## 2. Follow-up Negotiations (Email and/or Phone)

The following identification, contact/location and business information is applicable:

- a. First and last Name;
- b. Gender;
- c. Address (postal or other) (only on finalisation of negotiations, and preparation of Work Order);
- d. ID number (only on preparation of Work Order);
- e. Age / Date of Birth (only on preparation of Work Order); and
- f. Payment procedure (and associated detail) (only on preparation of Work Order).

## 3. During and After the Project

This includes all information provided by the Customer in the course of doing business. Customer personal information (forming part of my record of services) is stored for a period of five (5) years after completion of the Work Order, before being deleted. This is necessary for compliance to South African tax legislation.

**Use of Personal and Business Information:** This information is used to provide the Customer with the requested services (e.g. contacting, order processing, etc); to verify identity for security purposes; for promotional information/offers; statistics; website management; and payment arrangements (Customers only).

**Security of Information:** All personal information is stored in a secure environment (offline), and I fully respect and honour the privacy of Customer information (allowing no third party access).

**Law:** I am committed to comply with the legislative provisions set out in South African law as might be applicable to this business, as well as the general principles of the European General Data Protection Regulation (GDPR) (irrespective of location of Customer).

**Withdrawal of Personal Data:** I commit to provide the Customer the right of refusal and/or withdrawal of personal information. Should the Customer wish, at any time, to exercise this right of withdrawal of personal data, please contact [www.jonny@jonnywrite.com](mailto:www.jonny@jonnywrite.com) - Deletion of Data, or email [jonny@jonnywrite.com](mailto:jonny@jonnywrite.com), and I will comply and process the request. Where applicable, this also applies to project (work) related information.

## **Project (Work) Related Information**

ALL correspondence, information and data related to the work is held in strictest confidence during the course of preparing, implementing, as well as closing the project. All project related information is backed up and stored offline, mitigating risk of online hacking, etc.

### **1. Negotiation and Project Preparation (Pre-writing / Editing / Proofreading)**

This relates to all source material and related information supplied by the Customer, necessary to “price” and prepare for the required work (be it writing, editing, or proofreading).

- a. For all projects, this refers to all information/data necessary to “scope” and “price” the work that is required, as part of preparation of an Offer (to the potential Customer);
- b. Includes any information pertinent to the Offer, and/or contractual arrangement between the Customer and JonnyWRITE.

### **2. During Project (Writing / Editing / Proofreading)**

This relates to all “source material” and/or related information supplied by the Customer, that is required in order to do the work.

- a. Writing – Possibly additional source material, as well as information gather during research (where applicable). Also “drafts”, “review feedback”, and “final deliverables”, as applicable to the project;
- b. Editing and Proofreading – Includes working “drafts”, “review feedback”, and “final deliverables”, as applicable to the project.

### **3. After Completion of Project**

After final delivery, all work related information is deleted from my system, unless otherwise specifically instructed by the Customer.

The principles applicable to Personal and Business information for Use, Security, Law and Withdrawal, also apply to Project Work.

Should this policy falls short of your expectations, or you believe I am not complying with it, please let me know.

## **Contact**

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