

## Privacy Policy

**Effective Date:** \_\_\_\_\_

**Last Updated:** August 2025

### 1. Acceptance of Terms

Read this Privacy Policy carefully before browsing our Website or making use of any of our services. Your continued use of the Website constitutes your acknowledgement that you have read and agree to the terms of this Privacy Policy. If you do not agree, you must stop using the Website immediately.

This Website is owned and managed by **Milica Tenji Attorneys** (“we”, “our”, “us”), a South African law firm. In terms of **section 18 of the Protection of Personal Information Act 4 of 2013 (“POPIA”)**, we are required to inform you of certain matters relating to the collection and use of your personal information.

### 2. Definition of Personal Information

“Personal Information” means information relating to an identifiable, living natural person, and, where applicable, an identifiable existing juristic person, including but not limited to:

- Name and surname
- Identity or passport number
- Contact details (email address, telephone number, postal/physical address)
- Professional and legal matter details
- Financial information (such as banking details where applicable)
- IP address and browser details
- Any information you voluntarily provide through our Website, contact forms, email, or in the course of our professional services

For a complete definition, see POPIA here: [POPIA Full Text PDF](#).

### 3. How We Collect Your Information

We may collect your personal information:

- When you submit an enquiry or contact form via our Website.
- When you engage our legal services.
- Through cookies and similar technologies when you browse our Website.
- Through email, telephone, or in-person consultations.
- From public records or third parties where required by law or necessary to provide our services.

### 4. Purpose of Collection and Use

We collect and process your personal information to:

- Respond to your enquiries and provide legal advice and services.
- Comply with statutory and regulatory obligations, including FICA requirements.

- Manage client relationships and maintain accurate client records.
- Carry out and complete transactions, such as property transfers.
- Communicate with you about your matter, updates, or relevant services.
- Conduct client due diligence and prevent fraud.
- Develop a user profile and improve our services.
- Provide you with information about our legal services, marketing initiatives, and events (only with your consent).
- Conduct lawful research, statistical analysis, or market surveys.
- For security, administrative, and legal compliance purposes.

## **5. Consent to Direct Marketing**

By providing your contact details, you agree that we may send you legal updates, newsletters, and marketing communications in compliance with section 69 of POPIA. You may opt out at any time by following the unsubscribe link in our communications or contacting us directly.

## **6. Cookies & Technical Data**

Our Website uses cookies to improve your browsing experience and analyse usage patterns. Technical data such as your IP address, browser type, device details, and the pages you visit may be collected automatically. This data is aggregated and does not personally identify you unless combined with other information you provide. You can disable cookies in your browser settings, but this may affect site functionality.

## **7. Sharing of Personal Information**

We will not sell your personal information. We may share it only:

- With service providers assisting in the operation of our business (e.g., secure cloud storage providers, IT support).
- With third parties to whom you have expressly consented.
- Where required by law, court order, or regulatory authority.
- With trusted partners who are bound by confidentiality obligations.
- Where it is necessary to protect our legal rights.

If our business is sold or merged, client information may be transferred to the new entity, subject to the same protections.

## **8. Data Security**

We take reasonable technical and organisational measures to protect your personal information from loss, theft, and unauthorised access. However, data transmission over the internet is never completely secure, and we cannot guarantee absolute protection. Access to personal data is restricted to authorised staff and service providers bound by confidentiality obligations.

## **9. Your Rights Under POPIA**

You have the right to:

- Request access to the personal information we hold about you.
- Request corrections or updates to your personal information.
- Object to our processing of your personal information.
- Request deletion of personal information that is inaccurate, irrelevant, excessive, or unlawfully obtained.
- Withdraw consent to processing (where consent is the legal basis).
- Lodge a complaint with the Information Regulator at [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za).

## **10. Attorney–Client Relationship**

Submitting information via this Website does not create an attorney–client relationship. A formal engagement only arises once we confirm acceptance of your instruction in writing.

## **11. Changes to This Policy**

We may update this Privacy Policy at any time. Updates will be posted on our Website with the revised effective date. Continued use of our Website after changes take effect constitutes acceptance of those changes.

## **12. Contact Us**

### **Milica Tenji Attorneys**

Email: [info@mtattorneyz.co.za](mailto:info@mtattorneyz.co.za)

Tel: 073 503 8494

Website: [www.mtattorneyz.co.za](http://www.mtattorneyz.co.za)