

PRIVACY POLICY

Acuity Consultants Privacy Policy

1. About this policy

This policy explains what personal information Acuity Consultants collects, why we use it, who we share it with, and the rights you have over it. It applies under the Protection of Personal Information Act 4 of 2013 (POPIA).

Acuity Consultants (Pty) Ltd, reg no 2009/006204/07, is a specialist IT and technology recruitment consultancy based in Newlands, Cape Town, South Africa. We provide market intelligence and advisory (Acuity Advise), executive search (Acuity Lead), contractor and payroll services (Acuity Build) and permanent hiring (Acuity Scale). For the personal information described here, we are the responsible party.

This policy covers:

- candidates and job seekers, including people we approach about roles;
- contractors we place and pay through Acuity Build, our contracting and payroll offering;
- referees;
- contacts at our clients and prospective clients;
- suppliers and service providers; and
- visitors to our website and subscribers to our insights.

Effective date: 19 October 2026. This version replaces all earlier versions.

2. Personal information we collect

We collect only what we need for the purposes in section 4. We collect these details only when needed for the relevant service or legal requirement. When requesting information, we explain what is optional or required and the consequences of not providing it.

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Who	Personal Information
Candidates and job seekers	Name, email, phone numbers, location, ID number and copy, citizenship, gender, race, CV, qualifications and certificates, employment history, current and desired salary, skills, notice period, interview notes, references, public professional profiles (such as LinkedIn)
Contractors (Acuity Build)	The same as for candidates, plus bank details, tax reference number, timesheets, rates and payments, statutory deductions
Referees	Name, job title, employer, contact details, the reference given
Client contacts	Name, job title, company, business email and phone, correspondence, hiring requirements
Suppliers	Representatives' names and contact details, banking and tax details
Website visitors and subscribers	Name, company, job title, business and/or personal email, enquiries and vacancies submitted, marketing preferences, cookie and usage data (see section 10)

3. How we collect it

Most information comes directly from you: when you submit your CV, apply for a role, speak to a consultant, sign a contract, submit a vacancy, or subscribe on our website.

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We also collect information from:

- public professional profiles and networks, such as LinkedIn, when we identify people for roles;
- referees you nominate;
- clients, about their roles and hiring decisions;
- verification and screening agencies, with your consent; and
- cookies and similar technologies on our website.

If we obtain your information elsewhere, we take reasonably practicable steps to tell you its source, our purpose and how this policy applies, as soon as reasonably practicable, unless a lawful exception applies. You may ask us to stop contacting you or object under section 11.

4. Why we use it and our lawful basis

POPIA allows us to process personal information only on a lawful basis. Ours are set out below. The applicable basis depends on the activity, and we always assess and balance our legitimate interests against your rights.

Purpose	Lawful basis (POPIA section 11)
Matching candidates to roles and presenting them to clients	Our legitimate interest in matching candidates to roles, subject to your rights. CV submissions require your agreement as explained below.
Telling candidates about new roles that fit their skills	Your consent
Verifying identity, qualifications and references	Your consent, or a specific legal obligation requiring the check. Special personal information is subject to section 5.

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Purpose	Lawful basis (POPIA section 11)
Contracting and paying contractors, and deducting tax and UIF	Performing our contract with you, and legal obligations
Delivering services to clients, account management and invoicing	Our contract with you, where applicable; otherwise our legitimate interest in managing client relationships. Applicable accounting and tax obligations.
Salary benchmarking and market reports (Acuity Advise)	Legitimate interest, where compatible with the original purpose of collection. Published reports use aggregated, de-identified information, with safeguards against re-identification.
Sending industry insights and newsletters	Your consent, or the existing-customer exception described in section 10.
Running and securing our website and systems	Legitimate interest
Meeting tax, labour, B-BBEE and other legal obligations	Legal obligation

We will not present your CV to a client without first discussing the role with you and obtaining your agreement.

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5. Special personal information

We collect and process race, ethnic origin and other special personal information (as designated as such under POPIA) only with your consent or another POPIA authorisation, including applicable employment-equity measures. We explain the purpose when requesting it; you may decline where provision is voluntary.

With your written consent, we may arrange role-relevant criminal-record or credit checks through an authorised screening provider, subject to POPIA and applicable credit laws. We share only the relevant outcome with the client for that role.

We treat ID numbers, bank details and salary information as confidential and restrict access to the staff who need them.

6. Special personal information

We share personal information only where needed for the purposes in section 4. We do not sell personal information.

Recipient	Why
Clients and prospective employers	To consider you for a specific role you have agreed to be put forward for
Referees	To confirm references you have provided
Screening and verification agencies (V-report and LexisNexis)	To verify qualifications, identity or background, with your consent
Payroll and accounting providers, banks	To pay contractors and suppliers
SARS, UIF, Compensation Fund, Department of Employment and Labour	To meet tax and labour obligations

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Recipient	Why
IT and cloud providers (Mail Chimp, Microsoft 365, Sybaweb, Radiant Web, Itris, Cloud Flare)	To store and process information on our behalf
Auditors, attorneys and insurers	For professional advice and cover
Regulators, courts and law enforcement	Where the law requires it

Operators processing information on our behalf must follow our authorised instructions and written confidentiality and security terms. Other recipients, including prospective employers and advisers, may act as independent responsible parties with their own compliance obligations.

7. Transfers outside South Africa

We place professionals with clients in the UK, Europe and the Middle East, and some of our service providers store and process data outside South Africa. We transfer your personal information outside South Africa only as permitted by section 72 of POPIA, including where:

- the recipient is subject to laws, binding corporate rules or a contract giving protection substantially similar to POPIA;
- you consent to the transfer; or
- the transfer is needed to perform a contract with you, take steps you have requested before entering into a contract, or conclude or perform a contract with a third party in your interest, for example in connection with an international role you have applied for.

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8. How we protect it

We apply technical and organisational safeguards based on generally accepted information security practice, and review them as risks change. They include:

- access to our candidate database limited to authorised staff with individual logins and multi-factor authentication;
- encryption of data in transit and secure cloud hosting;
- regular backups and anti-malware protection;
- confidentiality obligations for all staff and operators; and
- secure deletion of records we no longer need.

No system is completely secure. If there are reasonable grounds to believe that your personal information has been accessed or acquired without authorisation, we will notify the Information Regulator and, where identifiable, you as soon as reasonably possible, subject to section 22 of POPIA and its permitted delays.

9. How long we keep it

We keep personal information only for as long as we need it for the purpose it was collected, or as long as lawfully justified under POPIA. We review retention and securely delete or de-identify information no longer lawfully needed.

You may request deletion at any time under section 11. We may retain particular records for lawful purposes, including legal obligations or claims, and explain why. Their use is limited to those purposes. Marketing opt-outs do not automatically delete other records; we may keep minimal information to honour your opt-out.

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Information	Retention
Candidate profiles	While a justified recruitment purpose continues. We periodically review relevance, accuracy, your preferences and time since meaningful contact. Removal from the candidate database does not require deletion of historical placement records lawfully retained for other purposes.
Placement records	As needed to administer placements, meet contractual or legal obligations, or establish, exercise or defend legal claims. This does not automatically permit future recruitment or marketing use.
Contractor payroll and tax records	For the applicable statutory periods, measured from the relevant legal starting date, and longer only where lawfully justified, such as an unresolved tax enquiry or legal claim.
Client and supplier records	During the relationship and afterwards as needed for outstanding contractual obligations, statutory retention periods or legal claims. Obsolete contact details are updated or removed.
Marketing subscriber details	Until you opt out or another lawful basis for marketing ends. Afterwards, only minimal opt-out and lawfully required compliance records are retained.

We respond to deletion requests within a reasonable time and notify you of the outcome as POPIA requires.

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10. Marketing, cookies and automated tools

Marketing

We send industry insights, market reports and service updates only to people who have opted in, or to client contacts about services similar to those they already use (section 69 of POPIA). Every email includes an unsubscribe link. You can also opt out by emailing hello@acuityconsultants.co.za. You may unsubscribe from a particular mailing list or all our marketing. Unless you clearly choose a limited opt-out, we treat an unsubscribe request as applying to all our marketing.

For existing-customer marketing, we must have obtained your contact details through a sale of our services and offered you a free opportunity to object when collecting them and in every marketing message.

Cookies

Our website uses necessary cookies to function, and analytics, functional and advertising cookies only if you accept them through our cookie banner. You can change your choices at any time. Full details are in our [Cookie Policy](#).

Automated tools

We do not make decisions about candidates based solely on automated processing. A consultant reviews every shortlist, and no decision is made based solely on automated processing (section 71 of POPIA).

11 Your rights and how to complain

Under POPIA you have the right to:

- know whether we hold personal information about you, free of charge;
- access your personal information and relevant recipient information, subject to applicable requirements and fees, as explained in our [PAIA manual](#);
- correct or update inaccurate or incomplete information;
- delete information we no longer have a lawful reason to keep;
- object on grounds relating to your situation, where POPIA permits, including to processing based on legitimate interests;
- withdraw consent at any time, without affecting processing done before you withdrew it;
- opt out of direct marketing; and
- complain to the Information Regulator.

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To exercise a right, email the Information Officer at Lindsay@acuityconsultants.co.za or use the telephone number or address in section 12. You may also use the prescribed forms: POPIA Form 1 to object, and Form 2 to correct or delete. We may ask you to verify your identity before acting. We assess requests and notify you in writing as POPIA requires. Section 7 of our PAIA Manual explains the available methods and telephone-request procedure

Complaints

You may contact us about a concern or complain directly to the Information Regulator using its prescribed forms and channels at <https://inforegulator.org.za>. Its details are below:

Detail	Information Regulator (South Africa)
Address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Telephone	010 023 5200 / toll free 0800 017 160
Complaints	POPIAComplaints@inforegulator.org.za
Website	inforegulator.org.za

12 Changes to this policy and contact details

We review this policy at least once a year. When we make material changes, we publish the new version here with a new effective date, and notify candidates and subscribers by email where the changes affect them.

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Contact	Details
Information Officer	Lindsay John Cowan, CEO
Email	Lindsay@acuityconsultants.co.za
Telephone	+27 (0)21 801 5001
Address	2nd Floor, Dean Street Arcade, Newlands, Cape Town, 7700