



RSVP GENIE

Data protection & Privacy policy

WHAT'S INSIDE

At RSVP Genie (Pty) Ltd ("we," "us," or "RSVP Genie"), we take your privacy seriously and are committed to safeguarding the integrity of the data entrusted to us. This Data Protection and Privacy Policy is designed to guide you through how we protect your information, outline our responsibilities, and detail the measures in place to ensure data security while you use our services. Inside, you'll find:

- **Data We Collect:** A breakdown of the information we gather from you as a user and the data you collect from participants and clients.
- **Your Responsibilities:** Guidelines for ensuring you have the necessary permissions for the data you manage.
- **Our Commitments:** Steps we take to safeguard your data and maintain its integrity.
- **Transparency & Security:** How we ensure your data is handled responsibly and in compliance with applicable laws.

This policy is designed to provide clarity and confidence while using RSVP Genie. We encourage you to review it carefully to understand our shared role in creating a secure and seamless event management experience.

What we collect

In order to provide our services, we collect specific information from you as part of the RSVP Genie platform usage, which may include:

- Personal details like your name, contact information, and company information for invoices.
- Event-related data, such as event details, participant responses, and guest lists, which may include personal information of your invitees (such as name, email, etc.) that you enter into the RSVP Genie system.

The type and extent of data collected are determined entirely by you, the user or event manager, when setting up the RSVP form. RSVP Genie only provides the platform for securely housing and managing that data.



RSVP GENIE

Data protection & Privacy policy

What you collect

As a user of RSVP Genie, you are responsible for the collection of data from your event participants and guests. You must ensure that you have obtained the appropriate permissions to collect, store, and process the personal data of your event attendees in accordance with relevant data protection laws, including but not limited to South Africa's Protection of Personal Information Act (POPIA), the General Data Protection Regulation (GDPR), or any applicable data privacy laws in your jurisdiction. This may involve informing participants about the purpose for collecting their data, securing their consent, and ensuring their rights regarding the handling of their data.

Our responsibility for data security

RSVP Genie is committed to the security of the data you provide when using our services. Below are the measures we take to ensure data security:

- **Hosting and Storage:** All data is hosted on Microsoft Azure servers located in South Africa, ensuring compliance with local data residency laws.
- **Database Encryption:** Event data is securely stored in Azure SQL databases with encryption applied both at rest and in transit.
- **Data Transmission Security:** Data in transit is encrypted using TLS (Transport Layer Security) to prevent unauthorised access.
- **SSL Certificates:** All connections between users and registration forms are secured by SSL certificates, ensuring encrypted traffic throughout.



RSVP GENIE

Data protection & Privacy policy

Data usage

We use the information you provide to deliver our services, including processing event RSVPs, generating reports, sending notifications, and supporting the administration of your events. We may also use the data to improve our services, for customer support, and for billing purposes.

User responsibilities for permissions

As a user of RSVP Genie, it is your responsibility to:

- Ensure that you have obtained consent from all individuals whose personal data you collect, store, or process through our system.
- Comply with applicable data protection regulations, including the provision of data access, correction, and deletion rights to your participants as required by law.
- Take appropriate actions to ensure that the data you collect and process through RSVP Genie is accurate, complete, and up to date.

Data retention and deletion

RSVP Genie retains personal data only as long as necessary to provide services to you, resolve disputes, or comply with legal obligations. Upon termination or expiration of your account, or upon your request, we will delete your personal data from our systems in accordance with our data retention policy. Event data, including participant information, will be deleted after the event concludes unless specified otherwise.



RSVP GENIE

Data protection & Privacy policy

Data sharing and 3rd-party services

RSVP Genie does not sell, rent, or distribute your personal data to third parties. However, we may share your data with trusted third-party service providers who assist us in delivering the services, such as payment processors, cloud hosting providers, and email distribution services. These third-party providers are bound by contractual obligations to maintain the confidentiality and security of your data.

We also integrate with third-party services that may be involved in your event management. By using these integrations, you acknowledge and agree that we are not responsible for the security or privacy practices of these third parties, and we recommend reviewing their privacy policies.

We do not process payment data directly. All payment transactions are securely handled via our third-party payment processor, PayFast.

User rights regarding their data

You, as the user of RSVP Genie, have the right to access, correct, or request the deletion of your personal data. If you have any concerns regarding the data we hold or require assistance in accessing, correcting, or deleting any personal information stored in our system, please contact us.

Changes to this policy

We may update this Data Protection and Privacy Policy from time to time. We will notify users of any significant changes, and the updated policy will be posted on our website. By continuing to use the service, you consent to the updated policy.

Data protection & Privacy policy

Final notes

Thank you for choosing RSVP Genie to support your event management needs. Protecting your data is at the heart of what we do, and we are committed to providing a secure and reliable platform for you and your participants.

Before you begin, we encourage you to:

- Familiarise yourself with our full Terms and Conditions to understand your responsibilities and our commitments to you.
- Use strong, unique passwords to protect your RSVP Genie account and access credentials.
- When sharing reports or guest information (e.g., via email), consider encrypting or password-protecting Excel files to add an extra layer of security.
- Regularly review your data collection practices to ensure they align with applicable privacy laws and regulations.

Remember, while we provide the tools to house and manage your event data securely, how you handle and share that data is just as important in ensuring privacy and security.

We're here to help. If you have any questions about this policy or need assistance with data protection, please reach out to our support team.

Here's to many successful and secure events!

Best wishes from your Genies,

Martin & Corrine

