

1. Information We Collect

1.1 Account Information

When you create an account, we collect:

Full name

Address

Email address

Username

Password (encrypted)

IP address and browser/device info

Date and time of registration

1.2 Verification Data

When you perform a verification (individual or bulk), we may collect:

Identity numbers

Names and surnames

Uploaded CSV files (bulk verification only)

This data is required to perform the verification service you request.

1.3 Usage Data

We automatically collect:

Log files (pages visited, timestamps, referrer)



Credit usage activity

Search terms and query volume

2. How We Use Your Information

We use your information to:

Create and manage your user account

Process and deliver verification services

Provide customer support

Monitor account activity for abuse or unauthorized access

Maintain internal logs and performance analytics

Comply with legal obligations

We do not sell or rent your personal data to any third parties.

3. Data Ownership and Confidentiality

Any data you upload or verify belongs to you.

We do not share, publish, or resell any personal verification data.

You are responsible for ensuring you have the legal right and permission as required by the POPI Act to upload and process any third-party information (e.g. in CSV files).



4. Data Security

We implement a variety of technical and administrative safeguards to protect your data:

Encrypted database storage

Secure HTTPS access

Role-based access control

Firewall and intrusion detection systems

Daily backups

Despite our efforts, no method of transmission or storage is 100% secure. You use the Service at your own risk.

5. Data Retention

Account information is retained for as long as your account is active.

We may anonymize and aggregate usage data for service improvement and security auditing.

6. Cookies and Tracking Technologies

We use cookies to:

Maintain user sessions

Monitor system performance



Improve the user experience

You can disable cookies via your browser settings, but some features may not function properly.

7. Third-Party Services

We may use trusted third-party service providers for:

Payment processing

Hosting and server infrastructure

Email delivery

All third parties are bound by confidentiality and data protection agreements and are not allowed to use your information for their own purposes.

8. Your Rights

Under applicable data protection laws (including POPIA and GDPR, if applicable), you may:

Access a copy of your personal data

Request correction of your data

Withdraw consent (where applicable)

Lodge a complaint with the relevant Data Protection Authority

To exercise any of the above rights, contact us at info@idverification.net.



9. Account Deletion

You may request account deletion at any time by contacting us. Upon deletion:

Your user data will be permanently removed from our active systems.

Some information may be retained for billing, audit, or legal purposes.

10. Children's Privacy

Our Service is not intended for individuals under 18 years of age. We do not knowingly collect data from minors. If you believe a minor has submitted personal information to us, please contact us immediately.

11. Changes to this Privacy Policy

We may update this Privacy Policy periodically. When we do, we will revise the "Effective Date" at the top. If changes are significant, we will provide additional notice (e.g., via email or prominent website notice).

Your continued use of the Service after such changes indicates your agreement to the revised policy.

12. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy, please contact us:



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