

## Innovation Business Administrators Data Retention Policy:

Innovation Business Administrators is committed to retaining personal information only for as long as necessary to fulfil the purposes for which it was collected, or as required by applicable laws and regulations.

### 1. 📄 Purpose of Retention

We retain personal information to:

Respond to inquiries and provide requested services

Maintain accurate financial and administrative records

Comply with legal, tax, and regulatory obligations

Improve service delivery and client experience

### 2. ⏳ Retention Periods

Unless otherwise required by law, we retain personal data for the following durations:

DATA TYPE	RETENTION PERIOD
Contact form submissions	Up to 12 months from date of submission
Client onboarding documentation	Minimum 5 years (as per SARS guidelines)
Financial and transactional records	Minimum 5 years
Email correspondence	Up to 24 months
Website analytics & cookies	Up to 6 months

### 3. ✂ Data Disposal

Once the retention period expires, or upon request (where legally permissible), personal data is securely deleted or anonymized using industry-standard methods. Physical records are shredded, and digital records are purged from active systems and backups.

### 4. 👤 Data Subject Rights

You may request deletion or correction of your personal information at any time, subject to legal and contractual limitations. To initiate a request, please contact us at:

Email: [info@innovationbusinessadmin.co.za](mailto:info@innovationbusinessadmin.co.za) Phone: +27 82 859 7914

### 5. ⚖ Legal & Regulatory Compliance

We comply with the Protection of Personal Information Act (POPIA) and other applicable South African laws governing data retention and privacy.