Privacy Policy

1 Who We Are

Between the Lines is a proofreading, editing, copywriting and formatting business owned and run by Lynne Kleu as a sole proprietor in South Africa. In this policy, "we", "us" and "our" refer to **Between the Lines**.

We respect your privacy and handle your personal information in line with the Protection of Personal Information Act 4 of 2013 (POPIA). This policy explains what we collect, why we collect it and how we keep it safe. It applies to our website, www.between-the-lines.co.za, and to the information that we receive when you contact us or work with us.

We are the responsible party for your personal information, and Lynne Kleu is our Information Officer.

2 What We Collect and Why

We only collect the personal information we need to respond to you, deliver our services and run the business.

Information	When we collect it	Why we use it
Name, email address, phone number and company details	When you email us, call us or enquire through the website	To respond to your enquiry and send quotes
Project briefs, drafts and documents you share	When we work on a project for you	To carry out the work you have asked us to do
Billing details	When we invoice you	To issue invoices, receive payment and keep financial records
Supplier and subcontractor details, including banking details	When we work with service providers	To manage the working relationship and make payments
Website usage information	When you visit our website	To keep the site working well and understand how it is used

We process this information because it is needed to provide our services, because the law requires us to keep certain records (such as tax records), and/or because it is in our legitimate business interest to respond to people who contact us. If we ever want to send you news or marketing, we will ask for your consent first, and you can opt out at any time.

Documents that you share with us may contain personal information about other people. We treat that information as confidential and use it only for the work that you have asked us to do.

3 Our Website and Cookies

Our website uses cookies, which are small files stored on your device. Some are needed for the site to work properly. You can block or delete cookies through your browser settings. Some parts of the site may not work as intended if you do.

Our website links to other sites, such as LinkedIn. We are not responsible for how those sites handle your information, so please read their privacy policies.

4 Sharing, Storage and Security

4.1 Who we share it with

We never sell your personal information. We share it only where needed to run the business, for example with our accountant, SARS, banks and payment providers, and the IT providers who host our email, files and website. We may also share it where the law requires us to.

4.2 Storage outside South Africa

Some of the cloud services that we use may store information on servers outside South Africa. We choose reputable providers whose data protection standards are comparable to those required by POPIA.

4.3 Keeping it safe

We protect your information with password-protected devices and accounts, multi-factor authentication where available, secure cloud storage, regular software updates and backups. Only people who need your information to do their work can access it.

4.4 How long we keep it

We keep personal information only for as long as we need it for the purpose it was collected, or for as long as the law requires. Financial and tax records, for example, are kept for at least five years. After that, we delete or destroy the information securely.

5 Your Rights and How to Contact Us

Under POPIA, you have the right to:

- Ask whether we hold personal information about you, and request a copy of it.
- Ask us to correct or update information that is inaccurate or out of date.
- Ask us to delete information we no longer have a reason to keep.
- Object to us processing your information, including for marketing.
- Withdraw any consent that you have given.
- Lodge a complaint with the Information Regulator.

To make a request or ask a question about this policy, contact our Information Officer, Lynne Kleu, via lynne@between-the-lines.co.za. We may ask you to confirm your identity before we act on a request. Requests for access to records are handled in line with our PAIA manual, which is available on our website.

If you are unhappy with how we have handled your information, you can contact the Information Regulator at enquiries@inforegulator.org.za or visit www.inforegulator.org.za.

6 Changes to this Policy

We may update this policy from time to time. The latest version will always be available on our website.

Last updated: November 2026