

Privacy & POPIA Policy

Last updated: September 2026

1. Who We Are

Digital Graphix is a South African creative business specialising in digital invitations, event stationery, invitation websites and related digital design services.

Business: Digital Graphix

Location: Roodepoort, Gauteng, South Africa

Website: digitalgraphix.co.za

Digital Graphix is the responsible party for personal information processed through this website and in the course of providing our services.

2. Information We May Collect

- Your name and surname
- Email address
- Telephone or WhatsApp number
- Event type, date and venue
- Event budget
- Information submitted through enquiry, quotation, order or RSVP forms
- Photographs, logos, graphics and other files uploaded or supplied to us
- Names and information relating to guests where required for an invitation or RSVP system
- Billing and transaction information
- Communications between you and Digital Graphix
- Technical website information such as IP address, browser information, device information and cookies where applicable

3. How We Collect Information

- Complete a form on our website
- Request a quotation
- Purchase or order a service
- Upload photographs or other files
- Contact us by email, telephone, WhatsApp or social media
- Submit RSVP information
- Request assistance in finding an event planner or other service provider
- Browse or interact with our website

4. Why We Use Your Information

- Respond to enquiries
- Prepare quotations
- Process orders and payments
- Design and deliver digital invitations and event stationery
- Build and manage invitation websites
- Provide RSVP functionality
- Communicate about a project
- Provide customer support
- Maintain appropriate business and accounting records
- Improve our website and services
- Prevent fraud or misuse
- Meet legal and regulatory requirements
- Connect you with relevant event service providers where you have requested this service or agreed to the sharing of your information

5. Photographs and Uploaded Files

Clients may provide photographs, graphics, logos and other files for use in their designs. These files will be used for the purpose of completing the requested project and related administration.

Where editing is required, Digital Graphix may use professional design, editing, enhancement or AI-assisted tools as part of the creative process.

Clients are responsible for ensuring that they have the necessary permission or rights to provide photographs, logos, graphics or other copyrighted material to Digital Graphix for use in their project.

6. Sharing Information With Third Parties

Digital Graphix does not sell personal information. We may share limited information where reasonably necessary to provide our services, including with website hosting and technology providers, payment processors, email and communication providers, website software providers, professional service providers, event planners or event service providers where specifically requested or agreed to, and authorities where disclosure is required by law.

Where information is submitted specifically for the purpose of being connected with event planners or suppliers, relevant information may be shared with selected third-party providers for that purpose.

7. Payment Information

Where online card or electronic payments are available, payments may be processed by an independent payment service provider. Digital Graphix does not intentionally store complete card details on its own website. Payment providers process payment information according to their own security and privacy requirements.

8. RSVP Information

Invitation websites may collect RSVP information on behalf of clients. This may include a guest's name, contact information, attendance response, dietary requirements, number of attendees, guest information and other event-specific information. This information is collected for managing the relevant event and may be made available to the client who commissioned the invitation website.

9. Storage and Retention

Personal information is retained only for as long as reasonably necessary for the purpose for which it was collected, to maintain legitimate business records, resolve disputes, provide ongoing services, or comply with legal obligations. Information no longer reasonably required will be securely deleted, destroyed or de-identified where appropriate.

10. Security

Digital Graphix takes reasonable technical and organisational measures to protect personal information against loss, misuse, unauthorised access, alteration or disclosure. However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

11. Your Rights

- Confirm whether we hold personal information about you
- Request access to personal information held about you
- Correct inaccurate or outdated information
- Request deletion or destruction where legally appropriate
- Object to certain processing where you have a lawful right to do so
- Ask us to stop using your information for direct marketing

12. Marketing Communications

Digital Graphix will only send electronic marketing communications where permitted by applicable law. You may ask us to stop sending marketing communications at any time.

13. Cookies and Website Analytics

Our website may use cookies and similar technologies required for website functionality, security, analytics and user experience. Where appropriate, visitors may be given options regarding non-essential cookies. Third-party services used by the website may also place cookies subject to their own privacy practices.

14. Third-Party Websites

Our website may contain links to websites operated by other organisations. Digital Graphix is not responsible for the privacy practices, content or security of independent third-party websites.

15. Children's Information

Digital Graphix does not intentionally collect personal information directly from children without appropriate authority. Where information relating to a child is supplied for an invitation, event or design project, the person providing that information confirms that they are authorised to do so.

16. Changes to This Policy

Digital Graphix may update this Privacy & POPIA Policy when our services, technology or legal obligations change. The latest version will be published on our website.

17. Contact Us

For privacy enquiries, access requests, corrections or complaints concerning personal information, please contact:

Digital Graphix

Roodepoort, Gauteng, South Africa

Website: digitalgraphix.co.za

Email: info@digitalgraphix.co.za

Telephone: 067 060 6425

If you believe your personal information has been processed unlawfully, you may also lodge a complaint with the Information Regulator of South Africa.