

Khweza — Privacy Policy

Last updated: June 2026 **Operator:** Jarred Rayns, trading as Khweza ("Khweza", "we", "us", "our") **Contact:** jarred@prop-pal.co.za **Address:** [YOUR ADDRESS], South Africa

1. Introduction

Khweza is a South African service that helps job seekers create professional CVs via WhatsApp. We are committed to protecting your personal information in accordance with the **Protection of Personal Information Act 4 of 2013 (POPIA)** and all applicable South African law.

This Privacy Policy explains what personal information we collect, why we collect it, how we use and protect it, and what your rights are.

By using the Khweza service, you confirm that you have read and understood this Privacy Policy. If you do not agree, please do not use our service.

2. Who This Policy Applies To

This policy applies to all users of the Khweza service, including any person who:

- Initiates a conversation with Khweza via WhatsApp
- Submits personal information for the purpose of CV creation
- Makes a payment through our platform
- Opts into our employer database

Users must be **16 years of age or older** to use Khweza. By using the service, you confirm that you meet this age requirement. We do not knowingly collect personal information from persons under 16. If we become aware that we have collected information from someone under 16, we will delete it promptly.

3. Personal Information We Collect

In the course of providing our CV-building service, we collect the following categories of personal information:

3.1 Identity and Contact Information

- Full name
- Mobile phone number (via WhatsApp)
- Email address (if provided)
- Home language
- Additional languages spoken

3.2 Location Information

- City or town of residence
- Province (automatically determined from city/town)

3.3 Employment Information

- Current and previous employer names (including private or informal employers)
- Job titles held
- Employment dates
- Job duties and responsibilities as described by you
- Type of employment (formal, informal, domestic, private household, etc.)

3.4 Education and Qualifications

- Educational institutions attended
- Qualifications obtained
- Year of completion
- Certifications (including images of certificates where uploaded)

3.5 Personal and Professional Profile

- Professional summary (as described by you)
- References (names and contact details of referees)
- CV template preference

3.6 Financial Information

- PayFast transaction reference numbers
- Payment status and date

- We do **not** store your card details — all payment processing is handled by PayFast (Pty) Ltd

3.7 Technical Information

- WhatsApp message logs related to your CV-building session
 - Device/session metadata provided by our messaging infrastructure (Twilio)
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4. How We Collect Your Information

We collect personal information in the following ways:

- **Directly from you**, via the Khweza WhatsApp chatbot, when you answer questions to build your CV
- **Via document upload**, when you choose to photograph and submit an existing CV or certificates
- **Via payment**, when you complete a PayFast transaction
- **Automatically**, through our messaging service provider (Twilio) which processes WhatsApp message routing

We do **not** collect information from third-party data brokers or social media platforms without your explicit consent.

5. Why We Collect Your Information (Lawful Basis)

Under POPIA, we may only process your personal information if we have a lawful basis for doing so. We rely on the following:

Purpose	Lawful Basis
Building your CV	Performance of a contract with you
Processing your payment	Performance of a contract with you
Delivering your CV via WhatsApp	Performance of a contract with you
Improving our service	Legitimate interest
Adding you to our employer database	Your explicit consent

Purpose	Lawful Basis
Sharing your CV with potential employers	Your explicit consent
Complying with legal obligations	Legal obligation

We will **never** process your personal information for a purpose that is incompatible with the reason it was originally collected without first obtaining your consent.

6. Third-Party Service Providers (Operators)

We use the following third-party service providers to deliver the Khweza service. Each processes your personal information on our behalf and is contractually required to protect it:

Provider	Purpose	Location
Twilio Inc.	WhatsApp message routing and delivery	United States
Supabase Inc.	Database storage and file storage (your CV data and PDF)	United States / EU
Anthropic PBC	AI-powered CV content generation and document analysis	United States
PayFast (Pty) Ltd	Payment processing	South Africa

Cross-border transfers: Twilio, Supabase, and Anthropic process data outside South Africa. We satisfy POPIA's cross-border transfer requirements by ensuring these providers maintain adequate data protection standards equivalent to or exceeding POPIA requirements.

We do not sell your personal information to any third party.

7. Employer Database and CV Sharing

At the end of the CV-building process, we offer you the option to be included in the **Khweza Employer Database** — a searchable database that allows potential employers to find and contact you.

This is entirely optional. You will be asked explicitly and must actively agree (opt in) before your information is added. Simply using the CV-building service does **not** automatically add you to the employer database.

If you opt in:

- Your name, location, job type, experience summary, education, and language profile may be visible to employers who access the database
- Your full contact details (phone number, email) will only be shared with an employer if you respond positively to their outreach or grant further consent
- You may withdraw your consent and be removed from the database at any time by messaging us at jarred@prop-pal.co.za

Employers who access the database are required to agree to our Employer Data Use Terms before accessing any profile.

8. Data Retention

We retain your personal information **indefinitely** unless you request deletion. We do this so that:

- Returning users can update their CV without re-entering all their information
- We can provide ongoing value to users in the Khweza Employer Database

You may request deletion of your data at any time. See Section 10 for how to exercise this right.

If you have opted into the employer database, deletion of your account data will also remove you from the database.

9. Security

We take reasonable technical and organisational measures to protect your personal information against loss, misuse, unauthorised access, disclosure, alteration, or destruction. These measures include:

- Encrypted storage via Supabase (AES-256 at rest)
- Secure HTTPS transmission for all data in transit
- Access controls limiting who within Khweza can access your data
- Private cloud storage buckets for CV PDFs and uploaded documents, accessible only via time-limited signed URLs
- Watermarked CV previews to prevent unauthorised reproduction before payment

No method of transmission or storage is 100% secure. If a data breach occurs that is likely to harm you, we will notify you and the Information Regulator as required by POPIA.

10. Your Rights Under POPIA

You have the following rights regarding your personal information:

Right to access — You may request a copy of the personal information we hold about you.

Right to correction — You may request that we correct any inaccurate or incomplete information.

Right to deletion — You may request that we delete your personal information. We will comply unless we are legally required to retain it.

Right to object — You may object to the processing of your personal information where we rely on legitimate interest as our lawful basis.

Right to withdraw consent — Where we process your data based on your consent (including employer database inclusion), you may withdraw that consent at any time. Withdrawal does not affect the lawfulness of processing before the withdrawal.

Right to complain — You have the right to lodge a complaint with the **Information Regulator of South Africa**:

Information Regulator (South Africa) JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001 Email: infoereg@justice.gov.za Website: www.infoeregulator.org.za

To exercise any of the above rights, contact us at jarred@prop-pal.co.za or send **MY RIGHTS** via WhatsApp to our service number. We will respond within 30 days.

11. Cookies and Tracking

Khweza operates entirely via WhatsApp. We do not operate a public-facing website that uses cookies or tracking technologies. Any website we operate will have its own cookie policy.

12. Changes to This Policy

We may update this Privacy Policy from time to time. If we make material changes, we will notify active users via WhatsApp. The date at the top of this document reflects when it was last updated. Continued use of the service after changes are notified constitutes acceptance of the revised policy.

13. Contact Us

For any privacy-related queries, requests, or complaints:

Khweza Operator: Jarred Rayns Email: jarred@prop-pal.co.za

This Privacy Policy is governed by the laws of the Republic of South Africa, including the Protection of Personal Information Act 4 of 2013 (POPIA).