POPIA · PAIA

PRIVACY NOTICE.

How we handle the personal information you give us, in line with the Protection of Personal Information Act 4 of 2013 (POPIA) and the Promotion of Access to Information Act 2 of 2000 (PAIA). Effective 1 November 2026.

WHO WE ARE

RESPONSIBLE PARTY	Terra Luna (Pty) Ltd, trading as chilli.build
REGISTRATION	2022/276630/07
COUNTRY	South Africa
CONTACT	Use the idea form or the contact form on chilli.build and start your message with "Privacy".
INFORMATION OFFICER	The CEO of chilli.build. Reach them through the contact details above.

WHAT WE COLLECT

We collect only what you choose to send us, plus what any website necessarily receives when you visit it.

- **The idea form:** the sentence you type and your email address.
- **The contact form:** your email address.
- **Technical information:** when you load the site, our hosting provider and font provider receive your IP address, browser type and the pages requested. We do not use this to identify you.

We do not set cookies, run analytics or advertising trackers, or build profiles of visitors. Please don't send us confidential or special personal information through the forms.

WHY WE USE IT

- To read the idea you sent and decide whether it's a project for us.
- To reply to you, if there is a reason to.
- To keep a record of what was sent, so we don't lose track of it.

We process this information because you chose to send it to us (consent) and because responding to enquiries is a legitimate interest of our business. We will not use it for marketing, add you to a mailing list or sell it

to anyone.

WHO ELSE HANDLES IT

- **Netlify, Inc.** hosts this site and receives form submissions on our behalf.
- **Google Fonts** serves the typefaces on this site and receives your IP address when the page loads.
- **Embedded apps.** Parts of the page show live apps (for example The Scratch, by Elysium Labs). If you interact with one, that app's own privacy terms apply to what you do inside it.

We share your information with no one else, unless the law requires it.

INFORMATION SENT OUTSIDE SOUTH AFRICA

Netlify and Google store and process data on servers outside South Africa, including in the United States. We rely on these providers being bound by data-protection terms that give a level of protection substantially similar to POPIA, as section 72 of the Act requires.

HOW LONG WE KEEP IT

We keep form submissions for no longer than 12 months, unless we start working together, in which case we keep what we need for that relationship. After that we delete them.

HOW WE PROTECT IT

Submissions are transmitted over an encrypted connection (HTTPS) and stored in our hosting provider's access-controlled system. Only the people at chilli.build who need to read an enquiry can see it.

YOUR RIGHTS

Under POPIA you may at any time:

- ask whether we hold personal information about you, and see it;
- ask us to correct or delete it;
- object to us processing it, or withdraw your consent;
- complain to the Information Regulator.

To use any of these rights, contact us as described above. We will respond within a reasonable time and free of charge.

Information Regulator (South Africa): inforegulator.org.za

ACCESS TO INFORMATION (PAIA)

You may request access to records we hold under PAIA. Send your request through the contact details above, saying which records you are asking for. Our PAIA manual is available on request at no charge.

CHANGES TO THIS NOTICE

If we change how we handle personal information, we will update this page and its effective date.