Privacy Policy

How Twenty20 Partners protects your personal information under the Protection of Personal Information Act 4 of 2013

Effective date: 6 November 2026

1. About this policy

Twenty20 Partners (Pty) Ltd, registration number 2019/033909/07 ("Twenty20 Partners", "we", "us"), respects your privacy. This policy explains how we collect, use, share and protect personal information in line with the Protection of Personal Information Act 4 of 2013 (POPIA), and what rights you have.

It applies to personal information about our clients and prospective clients, the family members, trustees, directors, shareholders and beneficiaries connected to our clients, visitors to our website, suppliers and job applicants.

2. Our Information Officer

Item	Details
Information Officer	Dylan Stuart Currie
Email	dylan@stuartcurrie.com
Telephone	+27 (0)78 009 1935
Address	46 Reitz Street, Audas Estate, Somerset West, 7130

Contact our Information Officer with any question or request about your personal information.

3. Personal information we collect

Depending on the services we provide to you, we may collect:

- identity and contact details, such as names, identity or passport numbers, dates of birth, addresses, email addresses and telephone numbers;
- tax information, such as tax reference numbers, tax residency and tax returns;
- financial information, such as bank details, income, assets, liabilities, investments and financial statements;
- information about family and business structures, such as marital status, family members, trusts, companies and beneficial ownership;
- information needed for client due diligence, such as proof of identity and address;
- employment information, for payroll services and for our own staff and job applicants; and
- technical information when you visit our website, such as your IP address and browser type.

Special personal information and children

We process special personal information (such as information about race for employment equity, or health where relevant to estate planning) and information about children (for example, as beneficiaries of family trusts) only where POPIA allows it. This includes where it is needed to comply with the law, to establish or defend a legal right, or with the consent of the data subject or, for a child, a competent person such as a parent or guardian.

Do you have to give us this information?

Some information is required by law, for example under the Tax Administration Act, the Companies Act and the Financial Intelligence Centre Act. Other information is voluntary, but we need it to provide our services. If you do not give us the information we need, we may not be able to act for you or complete the work.

4. How we collect personal information

We collect personal information:

- directly from you, when you engage us, complete forms, send us documents or communicate with us;
- from third parties with your authority, such as SARS eFiling, the Companies and Intellectual Property Commission, banks, other advisers and your previous accountants; and
- automatically, when you use our website.

5. Why we use personal information

We use personal information only for specific, lawful purposes, and only where POPIA allows it, for example to perform our engagement with you, to meet a legal obligation, to protect your or our legitimate interests, or with your consent. Our purposes include:

- providing family office, accounting, secretarial, tax, bookkeeping, payroll and related services;
- meeting our legal and professional obligations, including tax, company and anti-money-laundering laws and the SAICA Code of Professional Conduct;
- invoicing and managing our relationship with you;
- coordinating with your other advisers, with your consent;
- keeping you informed about our services (see section 10); and
- running and securing our business, systems and website.

6. Who we share personal information with

We do not sell personal information. We share it only where needed for the purposes above, with:

- government and regulatory bodies, such as SARS, CIPC and the Master of the High Court, as required for our services or by law;
- banks and financial institutions, on your instruction;
- independent authorised financial services providers, attorneys and other professionals, with your consent;

- service providers who process information on our behalf (operators), and our website host, under written agreements that require them to keep it secure and confidential; and
- professional bodies, auditors, regulators and law enforcement, where the law requires it.

When we act for your business

When we provide payroll, bookkeeping or similar services, we process the personal information of your employees, customers and suppliers on your behalf and on your instructions. In that case your business is the responsible party under POPIA, and we act as your operator.

7. Transfers outside South Africa

We serve clients in South Africa and Ireland, and some of our service providers store information outside South Africa. We transfer personal information across borders only as section 72 of POPIA allows, for example where the recipient is bound by laws or agreements that give a level of protection similar to POPIA, or where the transfer is needed to perform our engagement with you.

8. How we protect personal information

We take appropriate technical and organisational measures to keep personal information secure, including:

- access controls and two-factor authentication on our systems;
- confidentiality obligations for all staff;
- written agreements with operators;
- secure backups and secure disposal of records; and
- regular staff training.

If we have reasonable grounds to believe that personal information has been accessed or acquired by an unauthorised person, we will notify the Information Regulator and the affected data subjects as POPIA requires.

9. How long we keep personal information

We keep personal information only for as long as needed for the purpose it was collected for, or as long as the law requires. For example, tax records are generally kept for at least five years under the Tax Administration Act, company records for at least seven years under the Companies Act, and client due diligence records for at least five years under the Financial Intelligence Centre Act. After that, we delete or destroy the information securely, or de-identify it.

10. Direct marketing

We may send our clients information about our services that is similar to the services they already use, such as tax deadline reminders and newsletters. We send direct marketing to anyone else only with their consent. Every marketing message gives you a simple way to opt out, and you can also ask us at any time to stop.

11. Our website

Our website is hosted by Cloudflare. When you visit it, technical information such as your IP address is processed to deliver and secure the site. Cloudflare may set strictly necessary cookies to protect the site against abuse. We do not use advertising cookies.

We do not use a contact form. If you email or phone us, we use your details only to respond to you and, where relevant, to provide our services.

12. Your rights

Under POPIA, you have the right to:

- ask whether we hold personal information about you, and request a copy of it (see our PAIA Manual for how to request access);
- ask us to correct, update or delete personal information that is inaccurate, out of date, incomplete or unlawfully obtained;
- object to the processing of your personal information on reasonable grounds, and object at any time to direct marketing;
- withdraw your consent, where we rely on consent, without affecting processing that took place before; and
- lodge a complaint with the Information Regulator.

To exercise these rights, contact our Information Officer. We may need to verify your identity first. The prescribed forms are available on the Information Regulator's website: Form 1 to object to processing and Form 2 to request correction or deletion.

13. The Information Regulator

Information Regulator	Contact details
Physical address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Email	enquiries@inforegulator.org.za
Telephone	010 023 5200
Toll free	0800 017 160
Website	www.inforegulator.org.za

14. Changes to this policy

We may update this policy from time to time. The current version is always available on our website at twenty20partners.co.za, with its effective date at the top. If we make an important change, we will let our clients know.