
EAZY LINK PTY(LTD)

Company Policies & Legal Framework

Effective Date:01/01/2026

Website: www.eazylink.co.za

1 Privacy Policy (POPIA)

1.1 Purpose

Eazy Link (Pty) Ltd (“Eazylink”, “we”, “our”, “us”) is committed to protecting personal information in accordance with the **Protection of Personal Information Act, 4 of 2013 (POPIA)**

1.2 Information We Collect

We may collect the following personal information:

- Full names and surnames
- Contact details (email, phone number, address)
- Identification documents (where required)
- CVs, academic records, qualifications
- Employment history
- Subscription and payment information
- Parent/guardian details for minors

1.3 Purpose of Collection

Information is collected to:

- Provide career support, recruitment assistance, and training services
- Facilitate applications to institutions or employers
- Communicate service updates
- Comply with legal and contractual obligations

1.4 Data Sharing

Personal information may be shared with:

- Employers and recruiters (with consent)
- Educational institutions
- Service providers supporting our operation

We do not sell personal information.

1.5 Data Security

We implement reasonable technical and organizational measures to prevent loss, unauthorized access, or disclosure.

1.6 Retention

Data is retained only for as long as necessary to fulfil its purpose or as required by law.

1.7 Rights of Data Subjects

You have right to:

- Access your information
- Request corrections or deletion
- Withdraw consent

2 TERMS AND CONDITIONS OF SERVICE

2.1 Acceptance

By subscribing to or using Eazylink services, clients agree to these Terms and Conditions.

2.2 Scope of Services

Eazylink provides:

- Career guidance and mentoring
- CV and LinkedIn optimization
- Job and internship application support
- Graduate placement support
- Corporate recruitment solutions

Eazylink does not guarantee employment, admission, or funding outcomes.

2.3 Subscription Model

- Services are provided on a subscription basis
- Fees are payable in advance
- Subscriptions renew unless cancelled in writing

2.4 Client Responsibilities

Clients must:

- Provide accurate and truthful information
- Meet deadlines communicated by Eazylink
- Engage respectfully with staff

2.5 Governing Law

These terms are governed by the laws of the Republic of South Africa.

3 **DISCLAIMER POLICY**

Eazylink provides support and guidance services only.

We do not:

- Sell jobs
- Influence employer decisions
- Guarantee placement success

All final hiring and admission decisions rest solely with third parties.

4 **REFUND & CANCELLATION POLICY**

4.1 Refunds

- No refunds for services already delivered
- Partial refunds may be considered at management discretion
- Subscription cancellations take effect the following billing cycle

4.2 Non-Refundable Services

- CV reviews are already completed
- Applications already submitted
- Coaching sessions already conducted

5 COMPLAINTS & DISPUTE RESOLUTION POLICY

5.1 Complaints

Complaints must be submitted in writing to:

-  info@eazylink.co.za Subject "Complaint"

5.2 Resolution

- Acknowledgement within 3 business days
- Resolution within 14 business days

5.3 Disputes

Disputes not resolved internally may be referred to mediation before litigation.

6 CHILD & MINOR PROTECTION POLICY

6.1 Parental Consent

Eazylink provides services to minors only with written consent from a parent or legal guardian.

6.2 Safeguards

- No private or inappropriate communication
- All guidance is professional and career-related
- Personal data of minors is strictly protected

6.3 Breach

- Any violation results in immediate termination and possible legal reporting.

7 **CODE OF CONDUCT & ETHICS POLICY**

All staff and contractors must:

- Act professionally and honestly
- Maintain confidentiality
- Avoid conflicts of interest
- Treat all clients with respect and dignity

Disciplinary action applies for violations.

8 **CONFIDENTIALITY & NDA POLICY**

All client, employer, and institutional data is confidential and may not be disclosed without written consent.

9 **EQUAL OPPORTUNITY & NON-DISCRIMINATION POLICY**

Eazylink does not discriminate based on:

- Race
- Gender
- Disability
- Religion
- Nationality
- Socioeconomic status

10 **RECRUITMENT & PLACEMENT ETHICS POLICY**

Eazylink strictly prohibits:

- **Fabrication** of qualifications
- Selling or guaranteeing placements
- Misrepresentation to employers

11 **DATA SECURITY & IT USAGE POLICY**

- Secure passwords required
- Access limited to authorised personnel
- Data breaches must be reported immediately

12 **SOCIAL MEDIA & COMMUNICATIONS POLICY**

- No posting client information without consent
- Company branding used responsibly
- Staff opinions must not represent Eazylink unless authorised

13 **HEALTH & SAFETY POLICY**

Eazylink commits to:

- A safe working environment
- Reasonable workload expectations
- Compliance with labour laws

FINAL NOTE

All staff, contractors, and partners must acknowledge and comply with these policies.