

CrewSheets — Privacy Policy

Effective date: 7 July 2026

Applies to the CrewSheets platform at crewsheets.co.za.

This Privacy Policy explains how we collect, use, share and protect personal information when you use the CrewSheets platform at crewsheets.co.za and related web, mobile and desktop applications and services (the “Service”). We are committed to handling personal information in accordance with the Protection of Personal Information Act, 2013 (POPIA). By using the Service you acknowledge the practices described in this Policy.

1. Who we are

The Service is operated by CrewSheets, a product of B-Infinite (Pty) Ltd (registration number 2026/505771/07), a private company registered in the Republic of South Africa (“CrewSheets”, “we”, “us”, “our”), with its registered office at 46 Peperdruij Street, Blommendal, Cape Town, 7530.

We are the “responsible party” for the personal information we process about our subscribers and website visitors. For the personal information that our subscribers enter into the Service about their own crew and staff, our subscribers are the responsible party and we act as their “operator” — see section 6.

For any privacy query, or to reach our Information Officer, contact us at info@b-infinite.co.za.

2. The information we collect

- Account and profile information: your name, business or company name, email address, telephone number, username and secured login credentials. Passwords and staff PINs are stored in hashed form, never as plain text.
- Billing information: your plan and payment records. Your card or account details are collected and processed by our payment processor, Payfast; we do not store your full payment card details.
- Customer Data you enter into the Service: records you create about your crew, projects, timesheets, day rates and related production information, which may include personal information of your crew members and staff.
- Technical and usage information: your IP address, device and browser information, log data, and session cookies necessary to keep you signed in and to keep the Service secure.

3. Cookies and sessions

We use strictly necessary cookies to authenticate your session and keep you securely signed in. We do not use third-party advertising or cross-site tracking cookies.

4. How we use personal information

We use personal information to: provide, maintain and secure the Service; authenticate users; process subscriptions and payments (through Payfast); provide customer support; send you service and account communications; improve and develop the Service; and comply with our legal obligations.

5. Our lawful basis (POPIA)

We process personal information where it is necessary to perform our contract with you, to pursue our legitimate interests in operating and securing the Service, to comply with a legal obligation, and/or with your consent where the law requires it.

6. Data you enter about your crew (our operator role)

When you enter personal information about your own crew or staff into the Service, you are the responsible party for that information and we act as your operator. We process that information only on your behalf and on your documented instructions, in order to provide the Service.

You are responsible for having a lawful basis to collect that information and for giving your crew any privacy notices they require. If one of your crew members asks to access, correct or delete information you hold about them, that request should be directed to you as the responsible party; we will assist you as reasonably required.

7. Sharing and third parties

We do not sell personal information. We share it only as necessary to operate the Service:

- Payfast — to process subscription payments.
- Hosting, network and infrastructure providers — to host, deliver, secure and back up the Service.
- Professional advisers, or law-enforcement and regulatory authorities — where required or permitted by law.

These providers process personal information under their own terms and appropriate safeguards.

8. Where your information is processed

The Service is hosted with reputable infrastructure providers. Where personal information is processed or stored outside the Republic of South Africa, we take reasonable steps to ensure that it remains subject to a level of protection consistent with POPIA (including section 72).

9. How we protect personal information

We apply reasonable technical and organisational measures to protect personal information, including encryption of data in transit (HTTPS), hashing of passwords and staff PINs, access controls, and regular backups. No method of transmission or storage is completely secure, and we cannot guarantee absolute security. If a compromise of personal information occurs, we will act in accordance with our obligations under POPIA.

10. How long we keep it

We retain personal information for as long as your account is active and as needed to provide the Service. On termination of your account you may request an export of your Customer Data within a reasonable period, after which we may delete it in the ordinary course of business. We may retain certain records for longer where required for legal, tax or audit purposes.

11. Your rights under POPIA

Subject to applicable law, you have the right to request access to the personal information we hold about you; to request that it be corrected or deleted; to object to certain processing; and to lodge a complaint. To exercise these rights, contact us at info@b-infinite.co.za.

If your request relates to information that a production or subscriber entered about you as their crew member, that subscriber is the responsible party and you should contact them directly; we will support them in responding.

You also have the right to lodge a complaint with the Information Regulator (South Africa) — www.inforegulator.org.za.

12. Children

The Service is intended for businesses and professionals and is not directed at children. We do not knowingly collect personal information from children, except where a subscriber records it as part of their own Customer Data, for which that subscriber is the responsible party.

13. Changes to this Policy

We may update this Privacy Policy from time to time. The current version, with its effective date, is published at crewsheets.co.za/privacy. Where changes are material we will notify you through the Service or by email.

14. Contact us

CrewSheets is a product of B-Infinite (Pty) Ltd (registration number 2026/505771/07), Cape Town, South Africa.

Email: info@b-infinite.co.za · Website: crewsheets.co.za