TimelinesAI POPIA Compliance

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TimelinesAI is committed to protecting the personal information of our South African customers and ensuring compliance with the Protection of Personal Information Act 4 of 2013 (“POPIA”). This page explains how TimelinesAI meets POPIA requirements within the scope of our existing global privacy and security framework.

TimelinesAI LLC is a U.S.-based SaaS provider, and our data processing practices are governed by our Data Processing Agreement (DPA) V1.4 and Terms of Service. Our POPIA practices do not expand or modify our contractual obligations — they simply describe how our GDPR-aligned measures also satisfy POPIA.

1. How TimelinesAI Complies With POPIA

POPIA requires Responsible Parties and Operators to ensure that personal information is processed lawfully, securely, transparently, and for legitimate purposes. TimelinesAI meets these obligations through the same measures we use to comply with the GDPR, which provides equivalent or stronger protections.

2. Roles Under POPIA

Under POPIA, the Customer acts as the Responsible Party, and TimelinesAI LLC acts as the Operator, processing information solely on Customer instruction.

3. POPIA Addendum to the DPA

South African customers automatically receive protection via our POPIA Addendum, which works alongside but does not modify our DPA V1.4. No contractual changes or custom agreements are required.

4. Security Measures

TimelinesAI implements industry-standard security practices including encryption, MFA, role-based access control, encrypted backups, incident response, SDLC practices, and regular review of TOMs. These satisfy POPIA’s “reasonable safeguards” requirement.

5. International Data Transfers

Where personal information is transferred outside South Africa, TimelinesAI ensures adequate protection through secure cloud infrastructure, SCCs, encryption, and controlled subprocessors.

6. Subprocessors

TimelinesAI uses subprocessors essential for operating our platform. The current subprocessors are listed in Annex I of our DPA. POPIA does not require individual customer approval for subprocessors.

7. Data Breach Notifications

If a security incident affects Customer Information, TimelinesAI will notify the customer without undue delay and provide relevant details. This satisfies POPIA Section 22.

8. Data Subject Rights Under POPIA

TimelinesAI assists customers in fulfilling data subject requests related to access, correction, deletion (where applicable), and objection to processing. Requests must be initiated by the Customer.

9. Data Retention & Deletion

Upon request or service termination, Personal Information can be exported, deleted from active systems within 30 days, and backup data expires automatically per lifecycle schedule.

10. No Additional Legal Obligations

TimelinesAI's POPIA compliance does not modify governing law (Wyoming, USA) or override liability limitations in the DPA. It adds no contractual, operational, or audit obligations.

11. Relevant Documents

- TimelinesAI Data Processing Agreement (DPA) V1.4
- Privacy Policy
- Terms of Service
- POPIA Addendum (via this page)

12. Contact

For POPIA-related questions: privacy@timelines.ai