

SimbaPDF Privacy Policy

Last updated: 23 February 2026

Quick summary

- Most tools process files on your device (no upload).
- Account and payment metadata may be stored to run subscriptions.
- Optional analytics/ads are used only with consent where required.

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1. Who we are

SimbaPDF is a web-based toolkit that helps you create, edit, and convert documents ("Services"). This Privacy Policy explains how we handle information when you use SimbaPDF websites, apps, and related services.

2. Key privacy principles

- Privacy by design: most tools run locally in your browser so your documents do not need to be uploaded.
- Data minimisation: we collect only what we need to provide and protect the Services.
- Transparency and control: you choose optional analytics/marketing cookies.
- Security: we use industry-standard safeguards and access controls.

3. Files and document content

Most SimbaPDF tools process your files on your device (in your browser). For these tools, we do not receive, read, or store your document content on our servers.

- Local processing: merging, splitting, compressing, converting and similar features typically run on-device.
- No content profiling: we do not scan your files to build advertising profiles.
- No document selling: we do not sell your document content.

Some features may require server-side processing (for example, when you choose a server-generated export). If a feature requires upload, we will clearly indicate this on the screen before you proceed.

4. Information we collect

4.1 Account and identity data

If you create an account or sign in, we may process: your email address, name (if provided), and account identifiers. Authentication is provided via Supabase and/or social login providers you choose.

4.2 Payment and subscription data

If you purchase a subscription, we store limited payment-related records such as transaction references, plan status, and receipts. Card and bank details are processed by our payment providers (for example, PayFast); we do not store your full card details.

4.3 Usage and device data

We may process limited technical data needed to operate securely (for example: IP address, device/browser information, timestamps, error logs, and anti-abuse signals).

4.4 Cookies and similar technologies

We use necessary cookies to keep you signed in and to secure the Services. Optional analytics and advertising cookies are used only if you consent.

5. How we use information

- Provide the Services (authentication, saving settings, and requested exports).

- Secure the Services and prevent fraud, abuse, or unauthorized access.
- Process purchases and manage subscriptions.
- Respond to support requests and communicate service-related notices.
- Improve performance and product experience (only with appropriate consent where required).

6. Legal bases (POPIA / GDPR-style)

We process information where one or more of the following applies: (a) to perform a contract (provide the Services you request), (b) to comply with legal obligations, (c) our legitimate interests (security, fraud prevention, service improvement), and/or (d) your consent (optional analytics/marketing).

7. Sharing and disclosures

We share information only with service providers that help us run SimbaPDF, such as hosting, authentication, analytics (if enabled), and payment processing. These providers act on our instructions or as independent controllers where applicable.

- Supabase (authentication and database).
- Payment providers (e.g., PayFast) for processing transactions.
- Analytics providers (optional, only if you consent).
- Advertising providers (optional, only if you consent where required).

We may disclose information if required by law or to protect the rights, safety, and security of SimbaPDF, our users, or the public.

8. International transfers

Some service providers may process data in countries outside South Africa. Where we transfer information internationally, we take reasonable steps to ensure appropriate safeguards and contractual protections are in place.

9. Data retention

We keep account and transactional records for as long as needed to provide the Services, meet legal requirements, resolve disputes, and enforce agreements. If you delete your account, we will delete or de-identify personal data where feasible, subject to lawful retention obligations.

10. Security

We use safeguards designed to protect information, including encryption in transit (HTTPS), access controls, and least-privilege permissions. No method of transmission or storage is completely secure, so we cannot guarantee absolute security.

11. Your rights and choices

- Access and correction: request a copy of personal data and correct inaccuracies.
- Deletion: request deletion of your account and associated personal data where applicable.

- Objection / restriction: object to certain processing or request restriction, where the law allows.
- Consent controls: manage optional cookies/analytics via our cookie settings (where available).

To exercise your rights, contact us using the details below.

12. Children and teen users

SimbaPDF is intended for general audiences. If you are under the age where parental consent is required for certain processing in your jurisdiction, please use SimbaPDF with a parent/guardian's involvement. We do not knowingly sell personal information of children.

13. Changes to this policy

We may update this Privacy Policy from time to time. We will post the updated version on this page and update the "Last updated" date.

14. Contact

For privacy questions, requests, or complaints, contact:

- Email: givensimbini@gmail.com
- Subject line suggestion: "Privacy Request – SimbaPDF"