

PAYLIO PRIVACY POLICY

Effective Date: 10 June 2026

Last Updated: 10 June 2026

1. Introduction

Paylio is a payroll management platform designed for educational institutions. This Privacy Policy explains how Paylio collects, uses, stores, shares, and protects personal information in connection with the services it provides. Paylio processes personal information on behalf of schools and educational institutions and acts as an operator under POPIA.

2. Who This Policy Applies To

This policy applies to employees, staff members, administrators, payroll officers, authorised users and visitors who interact with Paylio.

3. Legal Framework

Paylio processes personal information in compliance with POPIA and aligns its practices with SARS, BCEA and UIF requirements where applicable.

4. What Personal Information We Collect

Employee information, banking details, salary and payroll records, tax information, leave records, user account information, activity logs and technical information required to operate the platform.

5. Special Personal Information

Where required for payroll compliance, Paylio may process health-related information, garnishee information and other special personal information protected under POPIA.

6. How We Collect Personal Information

Information is collected from client institutions, bulk imports, authorised integrations, system activity and platform usage logs. Paylio may provide payroll-related functionality through WhatsApp, including payroll approvals, leave requests, leave approvals, payslip delivery, attendance-related functionality and employee self-service.

7. Purpose of Processing

To calculate payroll, generate payslips, produce statutory tax certificates, facilitate EMP201 and EMP501 processes, manage employee records, maintain audit trails and support compliance obligations.

Payroll, Reimagined.

Smarter payroll for modern businesses.

Simple. Secure. Seamless.

8. Legal Basis for Processing

Processing is carried out under contractual necessity, legal obligation, consent where required, and legitimate interest as permitted by POPIA.

9. How We Use Personal Information

Personal information is used only for payroll administration, compliance and platform functionality. Paylio does not sell personal information.

10. Information Sharing and Disclosure

Information may be shared with SARS, authorised service providers, cloud providers, client institutions and legal authorities where required. Where authorised by a client institution, Paylio may share payroll journal information with approved accounting platforms including QuickBooks, Xero and similar accounting systems solely for accounting and financial reporting purposes.

11. Cross-Border Transfers

Where infrastructure or service providers are located outside South Africa, Paylio will implement safeguards consistent with POPIA Section 72.

12. Data Retention

Payroll records, tax certificates and related information are retained for statutory periods, including a minimum of five years where required by SARS.

13. Security

Paylio implements role-based access controls, audit logging, encryption in transit, secure hosting infrastructure and regular security updates.

14. Data Subject Rights

Individuals have rights of access, correction, objection, deletion where lawful and complaint rights under POPIA. Requests should generally be directed to the employer institution first.

15. Cookies and Tracking

Paylio uses functional cookies and session technologies necessary for platform operation and security.

16. Children's Information

Paylio does not knowingly collect children's information except where strictly required for lawful employment-related purposes.

17. Complaints

Complaints may be lodged with the Information Regulator of South Africa or directly with Paylio.

18. Changes to This Policy

Paylio may update this policy from time to time. Updated versions will be published and the effective date amended.

19. Contact

Information Officer
Paylio (Powered by Eduvance Group)
Email: privacy@paylio.co.za
General Enquiries: info@paylio.co.za
Website: www.paylio.co.za
Telephone: 081 430 5391