
AVA (Your Universal Access Assistant)
Privacy Policy



Effective Date: 25 April 2025

We value your privacy and are committed to keeping your personal information secure, in line with the Protection of Personal Information Act (POPIA).

1. What We Collect

When you interact with AVA, we may collect:

- Your name
- Email address
- Phone number
- Your questions or feedback submitted via the chat interface
- General usage data, such as device type and time of access

We do not collect sensitive personal information or financial data.

2. Why We Collect It

We collect data to:

- Respond to your inquiries or suggestions
- Improve the AVA experience
- Monitor usage patterns and troubleshoot issues
- Ensure our platform is inclusive and accessible

3. Data Protection and Storage

Your information is stored securely and only accessed by authorized personnel. We use encryption and other safeguards to protect your data from unauthorized access or misuse.

LIVEABLE
Universal Access Consultants



+27 78 926 1232



1 D. F Malan Street, Foreshore
Cape Town



office@liveablegroup.com

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4. Sharing of Information

We do not sell, trade, or share your personal information with third parties. We may only disclose data if legally required or to protect the rights of our company or users.

5. Your Rights Under POPIA

You have the right to:

- Request access to the personal data we hold about you
- Correct, update, or delete your data
- Withdraw consent to use your data at any time

To exercise these rights, please email us at office@liveablegroup.com

6. Cookies

Our website may use cookies to enhance user experience and track usage for improvement. You can disable cookies through your browser settings if you prefer.

7. Third-Party Services

If AVA links to third-party platforms (e.g., Google Maps or tourism websites), please note those platforms have their own privacy policies. We are not responsible for their content or practices.

Contact Us

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