

Campus Pulse

Privacy Policy

Last updated: 30 September 2026

1. Scope of this policy

This Privacy Policy explains what personal information Campus Pulse collects, why, and how it is handled, in line with South Africa's Protection of Personal Information Act (POPIA).

2. Information we collect

Student accounts:

- Full name, university email address, campus, and course codes
- Business profile details, if you set one up (WhatsApp number, profile picture, category, pricing)
- Listings you create (textbooks, gear, service listings) and their content/photos

Accommodation provider accounts:

- Business name, registered email address, and a business verification document
- Property listing details (rent, amenities, WhatsApp contact number, photos)

All accounts:

- Account creation date, verification status, and account status
- Lead records created when you contact, or are contacted about, a listing (who initiated contact, what it was about, and when — never payment details, since Campus Pulse never handles payment)

3. How we use your information

- To verify your eligibility for a student or provider account
- To display your listings and profile to other verified users, as intended by the platform
- To connect you with another user via a direct messaging hand-off (e.g. WhatsApp) when a match is made
- To maintain the security and integrity of the platform, including detecting abuse
- To communicate with you about your account (e.g. verification status, policy changes)

4. Who your information is shared with

Certain profile and listing information (such as your display name, listing details, and the contact number you choose to provide) is visible to other verified users on the relevant side of the Trust Wall, since that visibility is the core function of the platform.

We do not sell your personal information to third parties.

We use third-party infrastructure providers to operate Campus Pulse, including Firebase (Google) for authentication and the application database, and Supabase for file storage (such as listing photos and verification documents). These providers process data on our behalf under their own security and data-processing terms.

5. Verification documents

Business verification documents uploaded by accommodation providers are stored in a private, access-restricted location and are used solely for the purpose of verifying your business. They are not shown to other users.

6. Data retention

We retain your information for as long as your account is active. If you request account deletion, your account record, profile data, and listings are removed within a reasonable period, except where we are required to retain certain records by law.

7. Your rights under POPIA

You have the right to:

- Request a copy of the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your account and associated personal information
- Object to certain processing of your information
- Lodge a complaint with the Information Regulator of South Africa if you believe your rights under POPIA have been violated

8. Security

We use industry-standard measures (such as access-controlled databases and storage, and server-side verification checks) to protect your information. No system is completely secure, and we cannot guarantee absolute security.

9. Children's privacy

Campus Pulse is intended for university and college students and is not directed at children under the age of 18.

If you believe a minor has provided us with personal information, please contact us so we can remove it.

10. Changes to this policy

We may update this Privacy Policy from time to time. Material changes will be communicated in the app.

11. Contact

For privacy questions or to exercise your rights, contact campuspulse@gmail.com.