

Dula Website Security Statement

Our Commitment to Security

At Dula, powered by Bitventure (Pty) Ltd, we recognise the importance of protecting the information entrusted to us. We are committed to maintaining appropriate technical, organisational and administrative safeguards to protect the confidentiality, integrity and availability of the information processed through our platform.

Security is embedded into the way we design, operate and continuously improve our services.

Protecting Your Information

We implement appropriate security measures designed to help protect personal and organisational information against unauthorised access, disclosure, alteration, misuse or loss.

Our security practices include, where appropriate:

- Secure hosting environments
- Encryption of data during transmission using industry-standard protocols
- Role-based access controls and user authentication
- Continuous monitoring of platform performance and security
- Regular software updates and security patching
- Secure system configuration and infrastructure management
- Backup and disaster recovery procedures
- Ongoing review and improvement of security controls

User Account Security

Users also play an important role in protecting their accounts.

We encourage all users to:

- Choose strong, unique passwords.
- Keep login credentials confidential.
- Avoid sharing account access with others.
- Log out after using shared or public devices.
- Notify us immediately if they suspect unauthorised access to their account.

Data Protection

Personal information processed through Dula is handled in accordance with the Protection of Personal Information Act, 2013 (POPIA) and our Privacy Notice <https://dula.co.za/wp-content/uploads/2026/07/Dula-Website-Privacy-Notice.pdf>.

We take reasonable steps to ensure that personal information is processed lawfully, securely and only for authorised purposes.



Secure Processing

Where appropriate, Dula may perform identity verification, banking verification and other validation services to support authorised institutional processes.

These services are designed to assist participating institutions in verifying information securely and efficiently.

Third-Party Service Providers

We work with carefully selected technology partners and service providers where necessary to support the operation of the Dula platform.

Where third-party providers process information on our behalf, we require appropriate security and confidentiality measures consistent with applicable legal and contractual obligations.

Responsible Use

While we implement appropriate safeguards, no internet-based service can guarantee absolute security.

Users are encouraged to:

- Access the platform only from trusted devices and networks.
- Keep their devices updated with the latest security software.
- Be cautious of phishing emails or fraudulent communications requesting personal information.
- Verify communications claiming to be from Dula or Bitventure if they appear suspicious.

Reporting Security Concerns

If you believe you have identified a security vulnerability, suspect unauthorised access, or become aware of suspicious activity relating to the Dula platform, please notify us immediately.

We are committed to investigating legitimate security concerns promptly and working to resolve identified issues responsibly.

Please do not attempt to exploit or publicly disclose any suspected vulnerability.

Security concerns can be reported to:

Email: admin@bitventure.co.za

Continuous Improvement

Security is an ongoing commitment. We regularly review our security practices, technologies and processes to strengthen the protection of our platform and respond to evolving threats and industry best practices.

Contact Us

Email: admin@bitventure.co.za

Security Enquiries: admin@bitventure.co.za

Website: <https://dula.co.za/>

Telephone: +27 10 014 8775

