



# Mathibna M Attorneys

Prepared by:

123 Sandton City

Johannesburg,

2196

South Africa

# Mathiba M Attorneys Firm Policies

This document outlines the core policies governing the professional conduct and operational standards of Mathiba M Attorneys. These policies are designed to uphold our unwavering commitment to client service, ethical integrity, and legal compliance. All employees, contractors, and partners are required to adhere to these principles.

## 1. Professional Commitment & Ethical Standards

Our firm is founded on the highest standards of professional conduct. This commitment is non-negotiable and forms the basis of all our client relationships and internal operations.

### 1.1 Confidentiality

All client information, case details, and internal firm communications are strictly confidential. This obligation extends beyond the duration of our engagement and applies to all personnel.

- Client information is discussed only with authorized individuals on a need-to-know basis.
- Physical and electronic documents containing sensitive data must be secured at all times.
- Breaches of confidentiality are considered serious misconduct and will result in disciplinary action.

### 1.2 Ethical Integrity

We conduct all business with honesty, fairness, and in compliance with all applicable laws and the rules of professional conduct for attorneys.

- We avoid conflicts of interest and will disclose any potential conflicts immediately.
- We provide candid, competent, and diligent representation to every client.
- The firm maintains independence in professional judgment.

### 1.3 Communication Standards

We are committed to responsive and clear communication. Our firm maintains a 24-hour communication protocol for urgent client matters.

- All client inquiries must be acknowledged within one business day.
- An after-hours contact system is in place for genuine emergencies affecting client matters.
- Clients will be kept regularly informed on case progress and developments.

## 2. Client Service & Billing Policies

### 2.1 Transparent Billing

We believe in clear, fair, and predictable billing practices. All fees and billing structures are discussed and agreed upon with the client at the outset of engagement.

- Detailed, itemized invoices are provided regularly, outlining services rendered, time spent, and expenses incurred.
- Clients are entitled to request clarification on any charge.
- Our billing practices comply with all relevant legal profession regulations.

### 2.2 Quality Assurance

We are dedicated to continuous improvement and excellence in our legal services.

- All work undergoes supervisory review to ensure accuracy and quality.
- We solicit and act upon client feedback to enhance our service delivery.
- Attorneys and staff engage in ongoing professional development and training.

## 3. Data Protection & Information Security

Mathiba M Attorneys is committed to protecting the personal data of our clients, employees, and business contacts in accordance with leading data protection regulations, including the General Data Protection Regulation (GDPR) and the Protection of Personal Information Act (POPIA).

### 3.1 Data Handling Principles

- **Lawfulness, Fairness, and Transparency:** We collect and process personal data lawfully and transparently.
- **Purpose Limitation:** Data is collected for specified, explicit, and legitimate purposes.
- **Data Minimization:** We only collect data that is adequate, relevant, and necessary.
- **Accuracy:** We take reasonable steps to keep personal data accurate and up-to-date.
- **Storage Limitation:** Data is kept only for as long as necessary for the purposes for which it is processed.
- **Integrity and Confidentiality:** We process data securely, protecting against unauthorized access, loss, or damage.
- **Accountability:** The firm demonstrates compliance with all principles.

### 3.2 Security Measures

- Implementation of appropriate technical measures (e.g., encryption, access controls).
- Physical security for offices and filing systems.
- Regular staff training on data protection responsibilities.
- Procedures for assessing and reporting data breaches to authorities and affected individuals where required.

### **3.3 Data Subject Rights**

We respect the rights of individuals regarding their personal data, including rights to access, correction, deletion, and objection to processing. Requests can be submitted to the Information Officer.

## **4. Policy Administration**

### **4.1 Approval & Review**

This policy document is approved by the Managing Partner. It will be reviewed annually or as required by changes in law or firm operations to ensure continued relevance and compliance.

### **4.2 Enforcement**

Adherence to these policies is mandatory for all firm members. Violations may result in disciplinary action, up to and including termination of employment or engagement, and may also have legal or professional consequences.

### **4.3 Contact for Policy Queries**

Questions regarding these policies should be directed to the Managing Partner or the designated Information Officer for data protection matters.

**Effective Date:** [Date]

**Version:** 1.0

**Approved By:** [Managing Partner Name/Signature]