

KAYA CONNECT – PRIVACY POLICY & POPIA

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Kaya Connect (Pty) Ltd (“Kaya Connect”, “we”, “us”, “our”) is committed to protecting your personal information in accordance with the Protection of Personal Information Act, 4 of 2013 (“POPIA”). This Privacy Policy explains what personal information we collect, why we collect it, and your rights.

1. What Personal Information We Collect

We collect and process only the information necessary to provide our services, including:

- Your name, ID or passport details
 - Mobile number and email address
 - Residential address (where required by RICA)
 - Selfie / facial image (for identity verification)
 - Device information and usage data (via Mobile Device Management software)
 - Payment-related information
 - Information submitted through our website forms
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2. How We Collect Your Information

We collect personal information when you:

- Apply for a device rental
 - Use our website or complete online forms
 - Communicate with us (phone, email, WhatsApp)
 - Use a device that includes our Mobile Device Management software
 - Interact with our cookies (see Cookie Policy)
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3. Why We Process Your Information

We process your information only for lawful purposes, including:

- To verify your identity and eligibility
- To administer your rental agreement
- To communicate with you about payments, support, or account status
- To secure and manage the rented device
- To comply with legal obligations (including POPIA and RICA)
- To improve our website and services (non-essential analytics only with your consent)

We do **not** sell your personal information.

4. Sharing Your Information

We may share your personal information with:

- Service providers who assist us (e.g., device management, payment processors)
- Law enforcement or regulatory bodies when legally required
- Delivery partners or agents providing customer support

These parties are required to protect your information and use it only for authorised purposes.

5. Storage and Security

We use reasonable technical and organisational measures to secure your personal information against loss, unauthorised access, or misuse.

Information may be stored electronically on secure servers within South Africa or in jurisdictions with adequate data-protection safeguards.

6. Your POPIA Rights

You have the right to:

- Access your personal information
- Request correction or deletion where legally appropriate
- Withdraw consent for optional processing (e.g., analytics cookies)
- Object to certain forms of processing
- Lodge a complaint with the Information Regulator

Information Regulator:

complaints.IR@justice.gov.za | www.justice.gov.za/inforeg

7. Retention

We only retain personal information for as long as necessary to meet legal, contractual, or operational requirements.

8. Contact Details

If you have questions about this policy or how your information is processed:

Email: info@kayaconnect.co.za

Kaya Connect (Pty) Ltd

9. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.
