

Privacy Notice

Last updated: 25 September 2025

At Innov8 Solutions (Pty) Ltd, we value your trust. Protecting your privacy is central to our way of doing business. This Privacy Notice explains our processing activities, what we collect, how we collect, security safeguards we have in place to protect your personal Information.

Our Processing Activities cover both natural and juristic persons alike, and we strive to ensure that we comply with the Protection of Personal Information Act, 4 of 2013 ("POPIA").

1. Information we Collect

1.1.1. We only collect information necessary for us to deliver our services effectively.

This may include:

- 1.1.1.1. Identity details: your name, company name, job title, ID/passport number (where relevant).
- 1.1.1.2. Contact details: email address, phone number, physical or postal address.
- 1.1.1.3. Business records: contracts, invoices, service history, and correspondence.
- 1.1.1.4. Technical data: IP address, browser type, device details, and website usage through cookies or analytics tools.

2. Method of Collection

- 2.1. Directly from you through the use of our website forms, emails, meetings, or calls.
 - 2.1.1. Automatically through cookies or similar tools when you browse our website.
- 2.1.2. From third parties, where legally permitted and/or you have consented to this sharing.

3. Reasons for processing

- 3.1. We use your personal information to:
 - 3.1.1. Deliver and improve our IT services.
 - 3.1.2. Communicate with you about projects, billing, or support as per the SOW, and other contracts we may have with you.

- 3.1.3. Meet legal and regulatory requirements, as may be required of us from time to time.
- 3.1.4. Send you updates or marketing (only if you've agreed).

4. Sharing of Information

- 4.1. We respect confidentiality and as such your personal information may only be shared with:
 - 4.1.1. Our staff and trusted service providers who support our business, under strict confidentiality agreements.
 - 4.1.2. Regulatory or law enforcement authorities, if required by law.
 - 4.1.3. Third-party vendors (e.g., hosting providers, IT support) — only where necessary and subject to adequate data protection safeguards.

We will never sell your personal information or use it for purposes unrelated to our business relationship.

5. Cross-Border Transfers

- 5.1. We transfer personal information cross-border for the purpose cloud storage and use, but in such cases, we ensure that one of the following grounds are met:
 - 5.1.1. Consent is obtained from you,
 - 5.1.2. Your personal information is afforded the same level of protection to POPIA, either because of the law of the receiving country, or a corporate binding rule/agreement between us and the receiving company.
 - 5.1.3. To perform in terms of a contract concluded between you and us, and or to implement pre-contractual measures taken in response of your request.
 - 5.1.4. In your benefit provided that it was not practically reasonable to obtain your consent and you would have likely given such consent.

6. Security Measures

- 6.1. We take your security seriously. Safeguards include:
 - 6.1.1. Technical measures such as encryption, firewalls, and secure servers.

- 6.1.2. Organisational measures such as restricted access and continuous employee training.
- 6.1.3. Continuous monitoring to prevent unauthorised access or misuse.
- 6.1.4. Operator Agreements are entered into with parties that process personal information on your behalf.

7. Cookies and Similar Technologies

- 7.1. We use cookies and similar technologies on our website to improve your browsing experience and help us understand how visitors use our services. Cookies are small text files placed on your device when you visit our site. They do not identify you personally but help us make our website more useful.

7.2. Types of cookies we use include:

- 7.2.1. Essential cookies – required for our website to function properly (e.g., enabling log-ins, security, or form submissions).
- 7.2.2. Performance and analytics cookies – help us understand how visitors interact with our site so we can improve its functionality and content.
- 7.2.3. Functional cookies – remember your preferences (such as language or region) to make your experience more convenient.
- 7.2.4. Marketing cookies – may be used, with your consent, to deliver relevant advertising or measure the effectiveness of marketing campaigns.

7.3. Managing cookies:

- 7.3.1. You can control or disable cookies through your browser settings. Please note that disabling certain cookies may affect the functionality of our website. For more information on how to manage cookies, visit your browser's help section.
- 7.3.2. By continuing to use our website, you consent to our use of cookies as described in this Notice.

8. Your Rights Under POPIA

- 8.1. You remain in control of your information. You may:
 - 8.1.1. Request access to the information we hold about you.
 - 8.1.2. Ask us to correct or delete your information.

- 8.1.3. Object to certain forms of processing.
- 8.1.4. Withdraw your consent to direct marketing.
- 8.1.5. Lodge a complaint with the Information Regulator on the following emails:
 - 8.1.5.1. POPIAComplaints@infoRegulator.org.za for POPIA complaints;
 - 8.1.5.2. PAIAComplaints@infoRegulator.org.za for PAIA complaints.

9. Data Retention

We only keep personal information for as long as necessary to fulfil the purposes stated above or as required by law. After this, information will be securely deleted or anonymised.

10. Contact Us

If you have any questions about this Privacy Notice or how we handle your personal information, please contact us:

Email: info@innov8solutions.co.za
Tel: [+27 (0) 062 374 2926
Address: 4 Parvee Street 65 Carnoustie
Jackal Creek Golf Estate
Weltevredenpark