PRIVACY NOTICE

Civiq Solutions (Pty) Ltd | Website version: 10 July 2026

Website publication version

This document is intended for publication on the Civiq Solutions website. It should be reviewed and updated when the business changes its processing activities, service providers, contact details or legal obligations.

1. Introduction

In this Privacy Notice, references to we, us, our or Civiq Solutions mean Civiq Solutions (Pty) Ltd. This notice explains how we collect, use, store, share and protect personal information in terms of the Protection of Personal Information Act, 4 of 2013 (POPIA), the Promotion of Access to Information Act, 2 of 2000 (PAIA), and other applicable South African laws.

This notice applies to website visitors, leads, clients, prospective clients, suppliers, service providers, business contacts, contractors, employees, applicants and any other person whose personal information we process through our website, CRM, WhatsApp channels, email, phone calls, meetings, AI automation services, support channels or business operations.

2. Responsible party and Information Officer

Business name	Civiq Solutions (Pty) Ltd
Website	https://civiqsolutions.co.za/
Information Officer	Jessica Burk
Email for privacy and PAIA requests	info@civiqsolutions.co.za
Telephone	076 274 7523
Physical / postal address	2 Mount Howard Place, Midstream Estate, Centurion, Gauteng, 1692

3. What is personal information?

Personal information is information relating to an identifiable, living natural person and where applicable, an identifiable existing juristic person. This may include names, contact details, identifiers, correspondence, online identifiers, location information, opinions, preferences, financial information, employment information, business information and other information that can identify a person or organisation.

4. What personal information we collect

We collect only information that is reasonably necessary for our business, services, compliance obligations and legitimate operational purposes. The categories may include:

- **Identity and contact information:** name, surname, business name, job title, email address, phone number, WhatsApp number, postal address, street address and contact person details.

- **Business and transaction information:** company registration details, VAT number, tax invoice details, banking details, purchase orders, quotations, contracts, service level agreements, non-disclosure agreements, payment records and billing information.
- **Client and project information:** website enquiries, CRM records, business requirements, workflow information, uploaded files, system access information, support tickets, project notes, instructions, approvals, prompts, outputs, call notes and implementation records.
- **Communication information:** emails, WhatsApp messages, website form submissions, chatbot conversations, meeting notes, voice notes, call recordings, transcripts and other communications with us.
- **Technical and website information:** IP address, device and browser details, cookies, analytics data, website usage information, log files, security events and information collected through website tools.
- **Supplier and service provider information:** contact details, company details, registration numbers, VAT numbers, B-BBEE certificates or affidavits, bank details, contracts and invoices.
- **Employee, contractor or applicant information:** information needed for recruitment, contracting, payroll, legal compliance, emergency contact, access control, performance and related employment or contractor administration.
- **Special personal information:** information such as health, biometric, race, criminal, trade union, political or religious information only where it is necessary and where POPIA allows it, such as with consent, a legal obligation or the exercise or defence of a legal right.
- **Children's information:** we do not intentionally collect children's personal information unless a competent person such as a parent or guardian has consented, or the law allows or requires it.

5. Where and when we collect personal information

We may collect personal information directly from you, from your organisation, from your authorised representatives, from publicly available business sources, from referrals, from our website and digital channels, from meetings and communications, from contracts and invoices, and from systems or platforms used to deliver our services.

When we work on a client project, the client may also provide personal information to us so that we can configure, support, automate, integrate or improve that client's systems. In those cases, we process the information according to the client's lawful instructions and applicable data protection requirements.

6. Why we process personal information

Purpose	Examples
Responding to enquiries and sales requests	Contacting you, understanding your needs, preparing proposals, quotes, demos or implementation plans.
Providing services	Building websites, AI agents, dashboards, CRM automations, WhatsApp workflows, voice agents, integrations, training, support and related services.
Project delivery and support	Managing requirements, approvals, support tickets, communication, implementation records, updates and quality checks.
Billing and administration	Issuing quotes and tax invoices, processing payments, accounting, debt collection and audit records.
Legal and regulatory compliance	Meeting tax, company, employment, consumer protection, electronic communications, PAIA, POPIA and other legal obligations.
Security and fraud prevention	Protecting our systems, client environments, websites, accounts, data, intellectual property and business operations.
Marketing and relationship management	Sending relevant updates, service information, newsletters or direct marketing where allowed by law, with opt-out options.
Improvement and analytics	Improving our website, services, client experience, internal processes, reporting, AI workflows and quality control.

7. Lawful grounds for processing

We process personal information only where there is a lawful basis to do so. This may include where you have given consent, where processing is necessary to conclude or perform a contract, where the law requires or permits processing, where processing protects a legitimate interest of you, us or a third party, or where another lawful ground under POPIA applies.

8. AI, automation, CRM and cloud processing

Because Civiq Solutions provides AI, automation, CRM, WhatsApp, chatbot, voice, website, reporting and integration services, personal information may be processed by approved internal systems, third-party operators and AI-enabled tools for business purposes. This may include summarising messages, routing enquiries, preparing drafts, generating documents, updating CRM records, creating workflow outputs, supporting calls or chats, analysing support issues, and helping deliver client projects.

We do not use personal information for unrelated purposes. Where we use third-party operators or cloud services, we take reasonable steps to use providers with appropriate security, confidentiality and contractual safeguards. Clients remain responsible for ensuring that any personal information they provide to us has been lawfully collected and may be processed for the relevant project or service.

9. Sharing personal information

We do not sell personal information. We may share personal information only where necessary for lawful business purposes, including with:

- cloud hosting, website, email, CRM, WhatsApp, telephony, analytics, automation, AI, payment and support service providers;
- professional advisers such as accountants, payroll administrators, consultants, legal advisers and compliance advisers;
- suppliers, subcontractors or implementation partners who assist us to deliver a service;
- banks, payment processors, auditors, insurers, regulators, government departments, law enforcement bodies or courts where required or permitted by law;
- a buyer, investor or successor in title if we restructure, sell, merge or transfer part of the business, subject to appropriate confidentiality and legal safeguards.

10. Transfers outside South Africa

Some of our service providers, cloud platforms, AI providers, communication providers, payment providers, analytics providers or support tools may process or store information outside South Africa. Where personal information is transferred outside South Africa, we will take reasonable steps to ensure that the transfer is lawful under POPIA, including by using providers subject to appropriate laws, binding agreements, contractual safeguards, security measures or other lawful transfer mechanisms.

11. Direct marketing and opt-out

We may send marketing communications where you have consented, where you are an existing client or business contact and the law allows it or where another lawful ground applies. You may opt out of direct marketing at any time by using the unsubscribe or opt-out method provided or by contacting us at info@civiqsolutions.co.za.

12. Cookies and website analytics

Our website may use cookies, tracking pixels, analytics tools and similar technologies to operate the website, understand website performance, improve user experience, measure marketing activity and protect website security. You can usually control cookies through your browser settings. Some features may not work properly if cookies are disabled.

13. Security

We take reasonable, appropriate technical and organisational measures to protect personal information against loss, misuse, unauthorised access, disclosure, alteration or destruction. These measures may include access controls, role-based permissions, password controls, secure communications, supplier confidentiality obligations, secure backups, monitoring, data minimisation, staff awareness, incident response processes and retention/disposal procedures. No system is completely secure, but we take reasonable steps to reduce risk.

14. Retention

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, for service delivery, for legitimate operational needs, for legal or tax retention periods, for audit and recordkeeping, for dispute resolution, for security, or where you have consented to longer retention. When information is no longer needed, we will delete, de-identify, archive or restrict access to it where reasonably possible.

15. Your rights

Subject to POPIA and PAIA, you may have the right to request access to your personal information, request correction or deletion of inaccurate or unnecessary information, object to certain processing, withdraw consent where processing is based on consent, request restriction of processing in certain circumstances, and complain to the Information Regulator.

To make a privacy request, contact the Information Officer at info@civiqsolutions.co.za. We may need to verify your identity before responding. If a request relates to access to a record under PAIA, we may ask you to complete the prescribed PAIA request form and follow the PAIA process.

16. Information Regulator

Regulator	Information Regulator South Africa
Website	https://inforegulator.org.za/
General enquiries	enquiries@inforegulator.org.za
POPIA complaints	POPIAComplaints@inforegulator.org.za
PAIA complaints	PAIAComplaints@inforegulator.org.za
Telephone	010 023 5200 / 0800 017 160

17. Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in our services, systems, service providers, legal requirements or business operations. The latest version published on our website applies from the date stated on the document.

18. Contact us

For privacy, POPIA or PAIA queries, contact the Information Officer: Jessica Burk at info@civiqsolutions.co.za.

This is for informational purposes only. For medical advice or diagnosis, consult a professional. AI responses may include mistakes.