

SwiftMart
PRIVACY POLICY

Version: 1
Effective Date: 1 September 2023

PURPOSE

This document tells you how we treat the personal information that we may collect from you from time to time. It also tells you what we will or may do with the data we collect. We follow this policy since we respect your privacy and data and because we want to comply with the Protection of Personal Information Act (no 4 of 2013) as well as the Electronic Communications and Transaction Act (no 25 of 2002). In short, we want to be a reputable corporate citizen of South Africa.

WHO ARE WE?

We are EGlobalbuscom Proprietary Limited trading as SwiftMart. We are a private company registered in South Africa under the Companies Act, 2008 and our registration number is 2020/578243/07.

APPLICATION

This policy applies to everyone that uses our website, whether you are a client, a Business Host, or simply browsing or having a look around. We review this policy from time to time and may make changes to it. Should we make any changes to it, then a new version will be published on our website. We may also notify you of changes by email (if we have your email address).

The terms and conditions contained in this policy are applicable when you start to use our marketplace and it constitutes an agreement between us.

MINORS

If you are not yet 18 years old, then you must first get permission from a parent or guardian before you may continue to use our marketplace or give us your personal information. We may ask that you show us this permission or ask for their contact details to verify that you have permission. We may also ask for other supporting information.

DEFINITIONS

When we use the following words, we are referring to:

“Personal Information”, and “process/processing”	has the same meanings as given to it by POPIA.
“we”, “us” or “our”	Refers to EGlobalbuscom Proprietary Limited trading as SwiftMart. We are a private company registered in South Africa under the Companies Act, 2008 and our registration number is 2020/578243/07.
“you” and “your”	refers to every person that accesses or uses our marketplace. In the event of juristic persons such as companies or close corporations, these terms refer to both the natural person using the marketplace as well as the juristic person.
“Clients” or “Business hosts”	refers to anyone who has registered on our marketplace for a Client account or a Business Host account.
“POPIA”	Refers to the Protection of Personal Information Act, No. 4 of 2013.

WHY DO WE COLLECT DATA?

We use the data that we collect to:

- transact with you and fulfil our contractual obligations to you when you lease a service through us. Without knowing details such as your name, address, billing details, and so on, we cannot effectively deliver services to you. This includes enabling a Business Host to deliver a service to you, collecting payment for the services, processing refunds, and processing complaints.
- better understand Clients, Business Hosts, and those who might be interested in doing business with us.
- provide you with information about our products and services.
- communicate information about our marketplace, terms and conditions, this privacy policy, billing, customer support, and resolving complaints.
- provide you with information regarding promotions, special offers, and competitions that may be of interest to you.
- receive and process feedback on our services.
- improve our marketplace, the user experience, and how it functions.
- personalise our marketplace to your preferences, needs, and interest.
- comply with the laws of South Africa.
- conduct research to continuously improve our services, our marketplace, and the experience of leasing services through us.
- provide other Clients and Business Hosts with reviews about a service, Business Host or a Client (as the case may be). Reviews may be positive or negative. We use these reviews to enable a Client or Business Host to make an informed decision before booking a service or accepting a Client's booking.

WHAT DATA DO WE COLLECT?

The data that we will be collecting from you appears in annexure "A" to this policy.

HOW DO WE COLLECT DATA?

We collect data through the following channels:

- Webforms when you apply to become a Business Host or register as a Client with us.
- Webforms when you make enquiries about the services that we offer or any other matter.
- Documentation that you provide to us irrespective of the method that you use to send it to us. This documentation may be identity book or card copies, a copy of your driver's license, utilities account to prove your address etc.
- When you contact us telephonically, by email, or by other means.
- Feedback that is given through content or reviews posted on our marketplace.
- Details of transactions done on our marketplace and activities on the marketplace that is logged.

WHAT DO WE DO WITH YOUR INFORMATION AND HOW DO WE STORE AND PROTECT IT?

We process your data for the purposes that we collected it for.

Selling your information

We will not sell your personal information to other persons.

Who will see your personal information?

We may disclose your personal information to:

- our employees, agents, and Business Hosts to deliver a service to you and to do what may be necessary to deliver the service.

- third-party service providers to enable us to deliver the marketplace and services, and generally to those third parties that enable us to do what we do.
- insurance service providers.
- law enforcement, SARS, regulatory authorities, government officials, fraud, money laundering and crime detection agencies, or other third parties that require disclosure of personal information under a Court order or warrant.
- third party advisors that advise or assist us in improving the business, restructuring it, selling, or merging it with another business or division or similar actions.
- Software plug-ins, related databases, and analytics service providers that enhance the marketplace experience.

Where will personal data be stored?

Your personal information will be stored on our servers and database storage providers.

We may store and transfer personal information outside the geographic borders of South Africa for data storage and backup purposes. When we do so, we will ensure that the data privacy laws of such countries provide equal or better protection than POPIA demands.

Payment transaction information will not be stored on our servers. This information is passed to appropriate payment processing companies to process on our behalf.

YOUR DUTY TO INFORM US IF YOUR DATA CHANGES

You must inform us when your personal information changes.

If your personal information changes or you would like to change it yourself, then you can do so by making these changes on your account profile (should you have one with us) or you may request us to do it.

By giving us your data, you assure us that the information is accurate, correct, current, and true. You further promise that all information given by you will be your own information and not that of another person.

We may ask that you provide verification of information in the form of utility bills, a copy of your identity document or card and so on.

KEEPING RECORDS

South African laws require us to keep certain personal information. We will keep your personal data only for the purpose that we collected it for. We will hold on to this data for as long as the purpose exists or the law requires us to hold on to it, whichever is the longer period.

Data retention periods

The table below shows how long we will keep certain data:

Type of record	How long will we keep it
Content	Until you remove it
Identity documents	5 years
Driver's license	5 years
Name and surname; Business name	5 years
Identity number; copies of identity card or book Passport number and copies of passport Business registration number; CIPC issued documents. Date of birth	5 years
Registration details of vehicles (which includes trailers, boats, trucks etc.)	5 years

Physical address	5 years
Gender	5 years
Photographs of clients (profile pictures)	Until the Client closes his/her/its account
A photograph of a non-client who will be receiving a service	1 year after the service has been completed
Email address (account related)	5 years
Email address (person receiving the service)	5 years
Contact numbers (account related)	5 years
Contact numbers (person receiving the service)	5 years
Credit or debit card details	As per the payment provider's policy
Computer data (IP address, cookies, user website behaviour, device data, location, operating system)	5 years
Collection and delivery addresses	5 years
Storage addresses	5 years

DIRECT MARKETING

You will be asked to opt into receiving marketing communications from us. You may, at any time, withdraw your consent by contacting us and requesting that your details be removed from our records for direct electronic marketing purposes.

DATA SECURITY

We will secure the integrity and confidentiality of your personal information by taking appropriate and reasonable safety measures.

KNOW YOUR RIGHTS

You may:

- view, correct and/or amend your personal information that is in our possession.
- request that we tell you what personal information of you we hold.
- request that we correct, destroy, or delete your personal information. This right is however subject to any duty that requires us to retain records.

We may ask that you first identify yourself and verify your identity before we will attend to your request. We may also refuse to attend to your request if you are unable to offer a good reason for the request.

[Submit a complaint to the Information Regulator.](#)

If you have any complaints about our privacy policy, then you may lodge a complaint with the Information Regulator. The Information Regulator's contact details are available on its website at: <https://justice.gov.za/inforeg/>.

We will collect the following data from you:

- First and last surname
- Identity number and a copy of certain pages of your identity book or card
- Passport number and a copy of certain pages of your passport
- Phone numbers
- Email address
- Website
- Skype information
- Information you provide about yourself to describe who you are, such as what your preferences are, likes, dislikes etc.
- Facebook URL
- Twitter URL
- LinkedIn URL
- Pinterest URL
- Instagram URL
- YouTube URL
- Your language preference
- Where you reside
- Business name
- Company/close corporation registration number
- Driver’s license
- Registration details of your vehicles (which includes trailers, boats, trucks etc.)
- Date of birth
- Physical address

- Gender
- An image of your driver's license (for certain services)
- A photograph of you or the person(s) who is going to receive a service from us
- IP address
- Credit or debit card details or any other payment information such as the bank that your account is at, the branch code, account holder name, type of account, and account number
- Cookie details that contain a unique ID for a user and a site name.
- How, when and for how long you have used our marketplace.
- What services have you looked at and the searches that you did.
- Content that you may give to us.
- Information about the equipment, location, operating system, and IP address that you may be using to access our marketplace.
- Collection and delivery addresses
- Storage addresses
- Services, listings, posts, reviews, and other content that you have expressed a preference for or that you have indicated as your favourite.
- Details about current, past, and future reservations of services
- Correspondence between yourself and a Client or Business Host
- Transactions details for past transactions done on our marketplace
- Listings that contain a description of services
- Availability to render a service and location where this service will be rendered