

# Data Protection and Privacy Policy

## 1. About This Policy

This Data Protection and Privacy Policy explains how **Maptsoft (Pty) Ltd** (“Maptsoft”, “we”, “us”, or “our”) collects, uses, stores and protects personal information.

Maptsoft (Pty) Ltd is the **responsible party** in terms of the Protection of Personal Information Act No. 4 of 2013 (“POPIA”).

We are committed to protecting the privacy of all data subjects and ensuring that personal information is processed lawfully, fairly, and transparently.

This policy may be updated from time to time. The latest version will always be available on our website or from our Information Officer.

## 2. Responsible Party Details

### Maptsoft (Pty) Ltd

Registration Number: 1998/023647/07

Registered Address: 36A, 2<sup>nd</sup> Avenue, Houghton, Johannesburg, 2198

Email: info@maptsoft.com

Information Officer: Richard Eichhorn

## 3. Information We Collect

We may collect and process the following categories of personal information:

### 3.1 Juristic Persons

- Registered name and number
- VAT number
- Financial information
- Contact details
- Business correspondence

### 3.2 Natural Persons

- Name and surname
- Email address
- Phone number

### 3.3 Employees and Contractors

- Identification information
- Contact details
- Employment history and contracts
- Remuneration and tax information
- Banking details
- Training and disciplinary records
- Work-related system access credentials

Certain information (e.g. race or gender) is processed only where required by law, including employment equity obligations.

#### **4. How We Collect Information**

We collect personal information:

- Directly from you
- From your organisation
- From third-party service providers
- From publicly available sources

Where information is collected indirectly, we will take reasonable steps to inform you.

#### **5. Purpose of Processing**

We process personal information for the following purposes:

- Providing and managing our software services
- Managing client relationships
- Performing contractual obligations
- Internal administration and record keeping
- Human resource management
- Legal and regulatory compliance
- Improving our products and services

We will only process personal information for specific, explicitly defined, and lawful purposes.

#### **6. Legal Basis for Processing**

We process personal information in accordance with POPIA based on:

- Your consent
- The performance of a contract
- Compliance with legal obligations
- Our legitimate business interests

#### **7. Sharing of Personal Information**

We may share personal information with:

- Service providers (operators)
- Hosting and cloud infrastructure providers
- Payment processors
- Professional advisors

All operators are contractually required to:

- Maintain confidentiality
- Implement appropriate security measures
- Process information only as instructed

We do not sell or rent personal information.

## 8. Cross-Border Transfers

Personal information may be stored or processed outside South Africa where necessary (e.g. cloud hosting providers). We will ensure that such transfers comply with Section 72 of POPIA and that adequate safeguards are in place.

## 9. Retention of Personal Information

We retain personal information only for as long as necessary to:

- Fulfil the purpose for which it was collected
- Comply with legal, regulatory, or contractual obligations

Once no longer required, personal information will be securely destroyed or de-identified.

## 10. Security Measures

We implement appropriate technical and organisational measures to protect personal information, including:

- Access control and authentication
- Encryption where appropriate
- Secure data storage
- Network and system security controls
- Staff training and confidentiality obligations

Further details are available in our POPIA Compliance Manual.

## 11. Direct Marketing

We may contact you regarding our services, updates, or events where:

- You have given consent; or
- You are an existing customer and have not opted out

You may unsubscribe at any time via:

- The unsubscribe link in communications; or Emailing [info@maptsoft.com](mailto:info@maptsoft.com)

## 12. Cookies and Website Usage

Our website may use cookies and similar technologies to:

- Improve user experience
- Analyse website usage
- Support functionality

You may control cookie preferences through your browser settings.

## 13. Children's Information

We do not knowingly process personal information of children under 18 without:

- Consent from a competent person; or
- Legal authorisation

#### **14. Data Subject Rights**

In terms of POPIA, you have the right to:

- Be notified of data collection
- Access your personal information
- Request correction or deletion
- Object to processing
- Withdraw consent
- Object to direct marketing
- Lodge a complaint with the Information Regulator
- Institute civil proceedings

Requests should be made in accordance with our **PAIA Manual**.

#### **15. Automated Decision-Making**

Maptsoft does not make decisions based solely on automated processing that significantly affects data subjects.

#### **16. Data Breaches**

If personal information is compromised, we will notify:

- The Information Regulator; and
- Affected data subjects

as soon as reasonably possible, in accordance with POPIA.

#### **17. Complaints**

If you have concerns about how your information is handled, please contact our Information Officer first.

You may also lodge a complaint with: **Information Regulator (South Africa)**

Email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

#### **18. Contact Details**

For any queries regarding this policy or your personal information:

Email: [info@maptsoft.com](mailto:info@maptsoft.com)

Information Officer: Richard Eichhorn

#### **19. Version**

Last updated: **31 March 2026**