

# **THIS IS IT GROUP**

## **POPIA PRIVACY POLICY**

In terms of: Protection of Personal Information Act, 4 of 2013 (POPIA)

## **1. INTRODUCTION**

This Is It Group is committed to protecting the privacy and personal information of its clients, users, partners, employees and stakeholders. This Privacy Policy explains how personal information is collected, processed, stored, shared and protected in accordance with POPIA.

## **2. SCOPE**

This policy applies to all personal information processed by This Is It Group through its:

- SaaS platforms
- Payment and wallet systems
- APIs and integrations
- Websites and applications
- Customer experience (CX) channels

## **3. PERSONAL INFORMATION WE COLLECT**

### 3.1 Information You Provide

- Identity and contact details
- Account registration information
- Payment and wallet information
- Contractual and onboarding information

### 3.2 Information Collected Automatically

- IP addresses and device information
- Usage, analytics and log data
- Transaction and interaction records

## **4. PURPOSE OF PROCESSING**

Personal information is processed for the purposes of:

- Providing fintech, payment, wallet and SaaS services
- User authentication and security
- Fraud detection and prevention
- API and system integrations
- Customer support and CX optimisation
- Legal, regulatory and contractual compliance

## **5. LAWFUL BASIS FOR PROCESSING**

This Is It Group processes personal information based on:

- Consent of the data subject
- Performance of a contract
- Compliance with legal obligations
- Legitimate business interests

## **6. INFORMATION SHARING**

Personal information may be shared with:

- Banks and payment service providers
- Cloud hosting and infrastructure providers
- Regulatory authorities where required
- Professional advisors and auditors

All third parties are contractually bound to protect personal information.

## **7. CROSS-BORDER DATA TRANSFERS**

Personal information may be transferred outside South Africa for cloud hosting, payment processing or system support. Such transfers comply with Section 72 of POPIA and are subject to appropriate safeguards.

## **8. DATA SECURITY**

This Is It Group implements appropriate technical and organisational measures, including:

- Encryption of data in transit and at rest
- Access controls and authentication
- Regular security testing and monitoring
- Incident response and breach management procedures

## **9. DATA SUBJECT RIGHTS**

Data subjects have the right to:

- Access personal information
- Request correction or deletion
- Object to processing
- Withdraw consent
- Lodge a complaint with the Information Regulator

## **10. RETENTION OF INFORMATION**

Personal information is retained only for as long as necessary to fulfil the purposes for which it was collected or as required by law.

## **11. CONTACT DETAILS**

Information Officer: Katleho Khetsi

Email: [hello@thisisit.group](mailto:hello@thisisit.group)

Telephone: +27 65 101 1010

## **12. UPDATES TO THIS POLICY**

This Is It Group may update this Privacy Policy from time to time. The latest version will always be available on our website.

Last Updated: September 2025