

Privacy Policy

Last updated: 21 March 2026

1. Introduction

Megapro Holdings (Pty) Ltd ("Megapro", "we", "us", or "our") is committed to protecting your personal information and conducting our business in accordance with the protection of personal information act, 4 of 2013 ("POPIA"), its regulations, and applicable industry standards.

This privacy policy explains how we collect, use, disclose, transfer, and safeguard personal information when you interact with our website, services, clients, suppliers, and business operations.

This policy applies to users of our website and individuals whose personal information we process in the course of our business operations.

2. Responsible Party and Governance

Megapro Holdings (Pty) Ltd is the responsible party for the processing of personal information.

We maintain appropriate governance structures, policies, and controls to ensure compliance with **POPIA**.

Information Officer:

Nicolette Le Roux

Email: accounts@megapro.co.za

Address: 2nd Floor, Block A, Corner Main Office Park, 2 Payne Road, Bryanston, South Africa

3. Lawful Basis for Processing

We process personal information only where permitted under POPIA, including where:

- You have consented
- It is necessary to perform a contract
- It is required by law
- It is necessary for legitimate business purposes

You may withdraw consent at any time where processing is based on consent.

4. Categories of Personal Information

Depending on the nature of your interaction with us, we may collect and process:

4.1. General Personal Information

- Name and surname
- Identity or passport number (where required)
- Contact details (email, telephone number)
- Company and job title

4.2. Commercial and Business Information

- Company details and transactional records
- Contractual information
- Banking and payment details (where applicable)

4.3. Technical and Usage Information

- IP address
- Browser type and version
- Device identifiers
- Website usage data and analytics

4.4. Marketing and Communication Data

- Preferences for receiving communications
- Records of correspondence
- Any information you provide voluntarily

5. Special Personal Information and Children

We do not intentionally collect or process special personal information (such as health, biometric, or criminal data) unless:

- It is strictly necessary, and
- We have obtained explicit consent or are permitted by law

We do not knowingly collect personal information from individuals under the age of 18 without parental or guardian consent.

6. Sources of Personal Information

We may collect personal information:

- Directly from you
- Through our website or digital platforms
- From third parties such as business partners or service providers
- From publicly available sources where permitted by law

7. Collection Notice (In Terms of POPIA)

When collecting personal information, we will inform you of:

- The purpose for which the information is collected
- Whether providing the information is voluntary or mandatory, and the consequences of not providing it
- The recipients or categories of recipients of the information
- Whether the information will be transferred outside South Africa
- Your rights to access, correct, or object to the processing of your personal information
- Your right to lodge a complaint with the information regulator

Where personal information is not collected directly from you, we will take reasonable steps to inform you of the source of the information.

8. Purpose of Processing

We process personal information for legitimate and specific purposes, including:

- Providing and managing services

- Responding to enquiries and communications
- Managing client and supplier relationships
- Performing contractual obligations
- Conducting analytics and improving services
- Ensuring security and preventing fraud
- Complying with legal and regulatory obligations

We will not process personal information for purposes incompatible with those for which it was collected.

9. Direct Marketing

We will only send electronic direct marketing communications (e.g. email or SMS) where:

- You have provided explicit consent, or
- You are an existing customer and we are marketing similar products or services, and you have not opted out

All marketing communications will include a clear opt-out mechanism, and you may unsubscribe at any time.

We do not send unsolicited electronic marketing communications in violation of applicable laws.

10. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your experience on our website and to analyse usage.

Types of cookies we use:

- **Essential cookies:** required for the operation of the website
- **Analytics cookies:** help us understand how users interact with the website
- **Marketing cookies:** used to deliver relevant advertising and measure campaign effectiveness (where applicable)

Non-essential cookies are only used with your consent via our cookie banner.

You can manage your preferences via the banner or your browser settings. Disabling cookies may affect website functionality.

11. Sharing of Personal Information

We may share personal information with:

- Service providers and contractors
- Professional advisors
- Regulatory authorities and law enforcement where required

All third parties are required to process information securely and in accordance with applicable laws.

12. Cross-border Transfers

Personal information may be transferred to service providers located outside South Africa, including cloud-based service providers.

In such cases, we ensure that:

- The recipient is subject to laws providing an adequate level of protection, or
- Appropriate contractual safeguards are in place

By using our services or providing your information, you consent to such transfers where necessary.

13. Retention of Personal Information

We retain personal information only for as long as necessary for its intended purpose or to comply with legal obligations.

14. Security Safeguards

We implement appropriate technical and organisational measures, including:

- Access controls
- Encryption where appropriate
- Network and system security

- Staff training and confidentiality obligations

15. Data Breach Notification

In the event of a data breach, we will take appropriate steps to notify affected individuals and the information regulator where required.

16. Your Rights

You have the right to:

- Access your personal information
- Request correction or deletion of your personal information
- Object to the processing of your personal information
- Withdraw consent at any time
- Request restriction of processing
- Lodge a complaint

Requests can be submitted to accounts@megapro.co.za and may require identity verification.

You may also lodge a complaint with the information regulator: <https://inforegulator.org.za/>

17. PAIA Manual

Our promotion of access to information act (PAIA) manual is available on our website. It can also be provided upon request.

18. Third-Party Links

Our website may contain links to external websites. We are not responsible for their privacy practices.

19. Changes to this Policy

We may update this privacy policy periodically. Updates will be published on our website with a revised effective date.