

# DOCSECURE ESWATINI

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## COMPANY PROFILE



### DOCSECURE ESWATINI PTY LTD

**"SECURE FILING"**

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TIN: 106 603 976 | Reg. No.: R7/63251

## ABOUT THE COMPANY

Docsecure Eswatini (Pty) Ltd is a locally registered and fully operational document management company in the Kingdom of Eswatini, specializing in **secure physical document storage, digitization, indexing, and cloud-based storage solutions**. We empower organizations to transition smoothly from paper-based to digital record-keeping while ensuring **compliance, accessibility, and data protection**.

We combine secure physical infrastructure with cutting-edge digital tools, including our proprietary **Docsecure Cloud Vault**, to ensure that records are accessible, well-managed, and compliant with global standards.

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## OUR VISION & MISSION

### **Vision:**

To be Eswatini's leading provider of secure, intelligent, and innovative document management and storage solutions.

### **Mission:**

To provide trusted, cost-effective, and technology-driven solutions that improve organizational efficiency, safeguard information, and ensure compliance with data protection and records management standards.

## OUR CORE SERVICES

### 1. **Document Scanning and Digitization**

We convert physical documents into searchable digital formats using high-speed scanners and OCR (Optical Character Recognition) for intelligent indexing. This ensures rapid retrieval, security, and space optimization.

### 2. **Secure Offsite Physical Document Storage**

Our controlled, CCTV-monitored warehouses ensure physical files are securely stored with number tracking for easy retrieval.

### 3. **Onsite Records Management Services**

We deploy trained staff to assist clients in organizing, indexing, and managing their records on-site before transfer or digitization.

### 4. **Cloud-Based Document Vault (Docsecure Cloud Vault)**

Our in-house developed cloud vault allows clients to access, share, and manage documents securely anytime, anywhere. It supports AWS, Google Cloud, Local Storage, and Microsoft Azure – and will soon integrate with our **local data center**.

### 5. **Document Indexing and OCR**

Metadata indexing ensures every document is tagged with attributes such as department, type, date, and reference number, enabling instant digital retrieval.

### 6. **Secure Retrieval, Delivery, and Destruction**

We ensure controlled document access, certified shredding, and digital disposal in compliance with the **Eswatini Data Protection Act**.

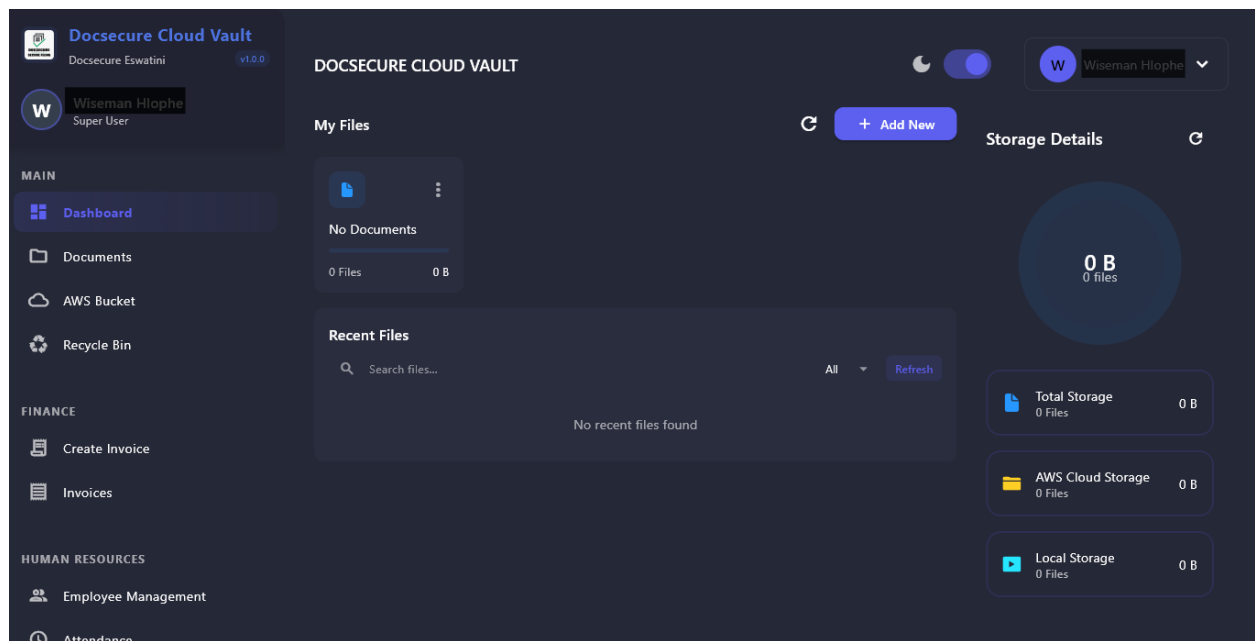
### 7. **Regulatory Compliance & Data Privacy**

All our processes comply with local and international data standards, including **EDPA, GDPR, ISO 27001, and ISO 15489**.

# OUR TECHNOLOGY PLATFORM: DOCSECURE CLOUD VAULT

The **Docsecure Cloud Vault** is a proprietary cloud-based document management platform built entirely by the IT team at Docsecure Eswatini. It offers:

- **Role-based access control** to ensure data confidentiality.
- **Audit trails** and activity logs for accountability.
- **End-to-end encryption** for all data transfers.
- **Smart search features** for efficient document retrieval.
- **Scalability** across multiple storage providers including **AWS**, **Google Cloud**, **Local Storage**, and **Microsoft Azure**.



## PLANNED ENHANCEMENT: DOCSECURE LOCAL DATA CENTER

We are in the process of establishing Eswatini's first **locally owned data center**, ensuring faster access, greater control, and alignment with national data sovereignty goals.



## OUR EXPERIENCE & CLIENTS

We have successfully delivered digitization and storage projects to various industries, including health, finance, and government.

### Selected Clients:

- **KFC Eswatini** - Document digitization and secure offsite storage.
  - **Swaziland Building Society** - Secure physical records management.
  - **SwaziMed** - Document digitization and secure offsite storage.
  - **Formscaff** - Secure physical records management.
  - **Bridgestone** - Secure physical records management.
  - **Lojaf** - Secure physical records management
  - **AD Enterprises** - Secure physical records management
  - **Liberty Life** - Secure physical records management
  - **Getbucks** – Secure physical records management
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## COMPLIANCE & CERTIFICATIONS

Docsecure Eswatini operates in strict compliance with:

- **Eswatini Data Protection Act, 2022**
- **ISO 27001** (Information Security Management)
- **ISO 15489** (Records Management)

We maintain strict access control, encryption, and audit systems to ensure the confidentiality and integrity of client data. Our processes include:

- Data protection policies and privacy audits.
- Staff confidentiality agreements. - Disaster recovery and data backup systems.
- Secure document destruction procedures.



# DON'T COMPROMISE PRIORITISE DATA PRIVACY

## OUR MANAGEMENT TEAM

- **Director (s): Mrs. Robyn Smith, Mr. Ncamiso Sigudla**
  - **Operations Manager:** Mr. Ncamiso Sigudla - Oversees all operational logistics, quality assurance, and compliance.
  - **Data Protection Officer: Mr. Wiseman Hlophe** - Ensures compliance with the Eswatini Data Protection Act and oversees security governance.
  - **IT & Systems Engineer:** Mr. Siwakhile Masilela - Responsible for the development and maintenance of Docsecure Vault and cloud integrations.
  - **Scanning Team:** Responsible for scanning, indexing and complete digitization of physical documents.
  - **Data Clerks:** Responsible for organizing, indexing and managing physical documents.
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## CONTACT INFORMATION

### Head Office:

- **Docsecure Eswatini (Pty) Ltd**, Shop No. 5, Lot 769, 1<sup>st</sup> Street, Mangozeni, Matsapha, Eswatini

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