

# Wennze Cloud Services (Pty) Ltd trading as NDIO:

## PRIVACY POLICY

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### Privacy Policy

Wennze Cloud Services (Pty) Ltd trading as NDIO

Effective Date: [Insert Date]

Last Updated: [Insert Date]

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### 1. Definitions

All definitions used in this policy align with the Protection of Personal Information Act (POPIA), including terms like “Personal Information”, “Processing”, “Data Subject”, etc.

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### 2. Purpose of this Policy

This policy explains how Wennze Cloud Services trading as NDIO ("NDIO", "we", "our") collects, uses, stores, and shares your personal information in compliance with POPIA.

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### 3. Collection of Personal Information

We collect personal data directly from you or from authorised third parties (e.g., resellers, public records, or service platforms), in a lawful and transparent manner.

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### 4. Lawful Processing

We only process your data when:

- We have your consent;
- It's necessary for a contract;
- It's required by law;
- It protects your interests;

- Or it's within our or a third party's legitimate interests.
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## 5. Special Personal Information & Children

We process sensitive data or children's data only:

- With explicit consent;
  - When legally required;
  - If it's been made public;
  - Or if it's necessary for a legal claim.
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## 6. Purpose for Processing

We process data to:

- Provide fiber, LTE, VoIP, and related services;
  - Manage customer relationships and billing;
  - Handle address checks and network availability;
  - Monitor service usage;
  - Support customer service and technical support;
  - Prevent fraud or abuse;
  - Comply with legal obligations;
  - Conduct direct marketing (with your consent).
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## 7. Accuracy

We aim to keep your information accurate and current. Please notify us of any changes.

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## 8. Storage & Third-Party Processing

Data may be stored securely in our systems or by trusted cloud and IT providers. We ensure third-party processors are POPIA-compliant.

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## 9. Cookies

Our website uses cookies for functional, analytical, and marketing purposes. You may disable them in your browser settings.

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## 10. Marketing Use

You will only receive marketing communications if:

- You're an existing customer;
- You've given us permission;
- Or you've shown interest in our services.

You can unsubscribe at any time.

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## 11. Retention

Your information is only kept as long as necessary or required by law. Once no longer needed, it is safely destroyed or anonymised.

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## 12. Failure to Provide Information

If required information is not provided, we may be unable to offer you services or enter into agreements.

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## 13. Data Security

We maintain strong physical, electronic, and administrative safeguards to protect your data from misuse or unauthorised access.

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## 14. Breach Notification

If a data breach occurs, we'll inform you and the Information Regulator as required under POPIA.

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## 15. Disclosure to Third Parties

We may share information with:

- Your chosen ISP;
- Hosting and IT service providers;
- Government or legal entities when obligated.

All parties are bound by confidentiality and data protection clauses.

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## 16. Your Rights

You have the right to:

- Access your personal data;
- Request corrections or deletion;
- Object to processing;
- Withdraw your consent.

Contact our Information Officer to exercise these rights.

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## 17. Changes to This Policy

NDIO reserves the right to update this policy. Any changes will be published on our website with the effective date.

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## 18. Contact Us

Information Officer: [Insert Name]

Email: [info@ndio.co.za](mailto:info@ndio.co.za)

Phone:

Physical Address: 16 orange street garden

Postal Address: 16 Orange Garden Street Garden