

Tshwane Bus Services – Privacy Policy Effective Date: [Year 2025]

This Privacy Policy outlines how Tshwane Bus Services collects, uses, stores, and protects personal information provided by commuters and users of the TshwaneBusMate platform.

1. Information We Collect

We may collect the following types of personal information:

- Full name, contact number, and email address
- Location data (for route tracking and service optimization)
- Ticketing and payment history
- Device and browser information when accessing our digital platforms

2. Purpose of Collection

Personal information is collected and processed for the following purposes:

- To provide and improve transport services
- To manage commuter accounts and preferences
- To communicate service updates, disruptions, or promotions
- To ensure safety, security, and compliance with legal obligations

3. Data Sharing and Disclosure

We do not sell or rent personal information. Data may be shared with:

- Authorized service providers for operational support
- Government or regulatory bodies when required by law
- Security partners for fraud prevention and commuter safety

4. Data Security

We implement reasonable technical and organizational measures to protect personal data against unauthorized access, alteration, or loss. These include:

- Secure server environments
- Encrypted communication channels
- Role-based access controls

5. User Rights

In accordance with the Protection of Personal Information Act (POPIA), users have the right to:

- Access their personal information
- Request correction or deletion of inaccurate data

- Withdraw consent for data processing (where applicable)

Requests can be submitted via our contact channels listed below.

6. Cookies and Tracking

Our digital platforms may use cookies and analytics tools to enhance user experience. Users can manage cookie preferences through their browser settings.

7. Retention

Personal data is retained only for as long as necessary to fulfill the purposes outlined in this policy, or as required by law.

8. Updates to This Policy

This Privacy Policy may be updated periodically. Continued use of our services constitutes acceptance of any changes.

9. Contact Information

For questions, concerns, or data access requests, please contact:

- Email: TBM@outlook.com
- Phone: 012 412 7865
- Office: 012 564 9852

By using Tshwane Bus Services and the TshwaneBusMate platform, you acknowledge that you have read and understood this Privacy Policy.