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IT CONSULTING · CYBER SECURITY · CLOUD & AI · GPaaS · DRaaS

BOA Technologies (Pty) Ltd

(External Privacy Policy/ Privacy Notice)

CALL

011 568 4472

EMAIL & WEB

info@boatech.co.za
www.boatech.co.za

VISIT US

Unit 12, Innovation Worx Business Park,
44 Richards Drive, Halfway House

BOATECH (Pty) Ltd
EXTERNAL PRIVACY POLICY / PRIVACY NOTICE

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BOATECH (PTY) LTD

EXTERNAL PRIVACY POLICY

Effective Date: 18 June 2026

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1. INTRODUCTION

BOATECH (Pty) Ltd (“BOATECH”, “we”, “us” or “our”) respects the privacy and confidentiality of personal information entrusted to us by our clients, prospective clients, suppliers, business partners, website visitors, service providers and other individuals whose personal information we process.

BOATECH is an Information Technology consulting and services firm established in 2006, providing bespoke technology services and solutions to corporate and public-sector organization’s across Southern Africa and beyond. Our services include information technology consulting, cybersecurity, automation, data security, application security, hybrid cloud and AI solutions, and disaster recovery services.

This Privacy Policy explains how BOATECH collects, uses, stores, protects and otherwise processes personal information in accordance with applicable South African data-protection legislation, including the **Protection of Personal Information Act 4 of 2013 (“POPIA”)**.

2. PURPOSE OF THIS PRIVACY POLICY

The purpose of this Privacy Policy is to provide transparency regarding:

- the personal information BOATECH collects;
- how and why such information is collected;
- how personal information is used and disclosed;
- the measures implemented to protect personal information;
- how long personal information is retained;
- the rights of data subjects; and
- how individuals can contact BOATECH regarding their personal information.

This external Privacy Policy complements BOATECH’s internal privacy, confidentiality and information-security requirements. The existing internal policy requires personal information to be processed lawfully and transparently, for specific purposes and with consent where required.

3. WHO THIS POLICY APPLIES TO

This Privacy Policy applies to personal information processed by BOATECH in relation to:

- existing and prospective clients;
- representatives and employees of clients;
- suppliers and prospective suppliers;
- service providers and business partners;
- professional advisers;
- individuals who communicate with BOATECH;
- website visitors;
- individuals who request information or services from BOATECH; and
- other individuals whose personal information BOATECH processes during its business.

Where BOATECH processes personal information on behalf of a client or another responsible party, the processing may also be governed by the contractual arrangements and instructions applicable to that engagement.

4. WHAT IS PERSONAL INFORMATION?

“Personal information” means information relating to an identifiable, living natural person and, where applicable, an identifiable existing juristic person.

Depending on the nature of our relationship with you and the services being provided, personal information may include:

- full name and surname;
- identification or passport information;
- contact details, including telephone numbers, email addresses and physical addresses;
- company and professional information;
- job title and business contact information;
- information contained in correspondence with BOATECH;
- information relating to requests, quotations, contracts and services;
- billing and payment-related information;
- information necessary for compliance and legal purposes;
- technical information where relevant to the provision or security of our services; and
- other information that may identify or relate to an individual.

Our internal policy similarly recognises names, identity numbers, contact details, financial information, employment records and other information capable of identifying an individual as personal information.

5. HOW WE COLLECT PERSONAL INFORMATION

BOATECH may collect personal information directly from you or from other lawful sources, including when you:

- contact us by telephone, email or other communication channels;
- request information about our products or services;
- request a quotation or proposal;
- enter into an agreement with us;
- provide services to BOATECH;
- communicate with our employees or representatives;
- visit or interact with our website or online platforms, where applicable;
- participate in business engagements, meetings or events; or
- provide information in connection with an existing business relationship.

Where appropriate and lawful, information may also be received from organisations or individuals acting on your behalf.

6. PURPOSES FOR WHICH WE PROCESS PERSONAL INFORMATION

BOATECH may process personal information for purposes including:

6.1 Provision of services

To provide, manage and support our IT consulting, technology and related services.

6.2 Client and business relationship management

To communicate with clients, prospective clients, suppliers and business partners and manage our business relationships.

6.3 Contractual obligations

To perform agreements entered with clients, suppliers, service providers and other parties.

6.4 Business operations

To administer and operate our business effectively.

6.5 Security

To protect our systems, networks, information and services against unauthorised access, security threats, misuse and other risks.

This is particularly relevant to BOATECH's technology and cybersecurity activities, which include vulnerability assessment, security assurance, information-security

governance, security-risk assessment, encryption, data security, application security, SIEM, IDPS and privileged-access management.

Boatech Company Profile.pdf

6.6 Legal and regulatory compliance

To comply with applicable legislation, regulatory requirements, court orders, lawful requests and other legal obligations.

6.7 Risk management

To identify, assess and manage operational, contractual, information-security and other business risks.

6.8 Business development and communication

Where permitted by law, to communicate with existing or prospective clients regarding BOATECH's services and business activities.

7. LAWFUL PROCESSING

BOATECH will process personal information lawfully, reasonably and transparently and in accordance with POPIA.

Personal information will be collected and processed for specific, explicitly defined and lawful purposes and will not be processed in a manner incompatible with those purposes.

BOATECH will only collect information that is reasonably adequate, relevant and not excessive in relation to the purpose for which it is processed.

Where consent is the appropriate lawful basis for processing, BOATECH will obtain consent as required by law.

Consent will not be required where another lawful justification for processing applies.

8. ACCURACY OF PERSONAL INFORMATION

BOATECH will take reasonably practicable steps to ensure that personal information in its possession is complete, accurate, not misleading and updated where necessary.

If you become aware that information, we hold about you is incorrect or outdated, you may request that it be corrected or updated.

9. SHARING OF PERSONAL INFORMATION

BOATECH may disclose personal information to third parties where this is lawful and necessary for legitimate business or operational purposes.

Such parties may include:

- service providers;
- technology providers;
- professional advisers;
- auditors;
- contractors;
- business partners;
- relevant regulatory or government authorities; and
- other parties where disclosure is required or permitted by law.

BOATECH's internal policy provides that personal information may be shared where necessary for business operations, where required by law, or where appropriate agreements are in place.

Where third parties process personal information on BOATECH's behalf, BOATECH will take reasonable steps to ensure that appropriate confidentiality and security

10. BOATECH'S TECHNOLOGY AND SERVICE PARTNERS

BOATECH operates through strategic partnerships with established ICT services businesses and works with OEM, distribution and system-integration partners.

Where a partner or service provider is required to process personal information on BOATECH's behalf, the relationship will be subject to appropriate contractual and information-security requirements.

Management confirmation required:

BOATECH should maintain a current list of relevant operators/service providers and confirm whether any of them process personal information outside South Africa.

11. INFORMATION SECURITY

BOATECH takes reasonable and appropriate technical and organisational measures to protect personal information against:

- loss;
- unauthorised access;
- unauthorised disclosure;

- destruction;
- damage;
- alteration;
- misuse; and
- data breaches.

Our existing internal policy expressly requires appropriate technical and organisational measures to protect personal information against loss, unauthorised access and data breaches.

BOATECH's cybersecurity services include security governance, risk assessments, encryption, data security, multi-factor authentication, application security, intrusion detection and prevention, privileged-access management and related security controls.

However, no information-security system can guarantee absolute security. BOATECH continually reviews and improves its security measures in response to evolving risks.

12. CLOUD, AI AND TECHNOLOGY SERVICES

BOATECH provides hybrid-cloud and AI-related solutions and combines public-cloud services with private-cloud infrastructure and on-premises workloads.

Where personal information is processed through cloud, hosting, AI or other technology platforms, BOATECH will take reasonable steps to ensure that appropriate privacy, security and contractual safeguards apply.

Management confirmation required:

The specific cloud platforms, hosting providers, AI platforms and other technology providers used by BOATECH should be identified internally and assessed for POPIA compliance.

13. CROSS-BORDER TRANSFERS

Where personal information is transferred outside the Republic of South Africa, BOATECH will ensure that the transfer complies with applicable requirements under POPIA.

This may include ensuring that the recipient provides an adequate level of protection, obtaining consent where appropriate, relying on a contractual necessity or another lawful basis recognised by POPIA.

POPIA regulates the flow of personal information across South Africa's borders, and the Information Regulator's current guidance confirms that appropriate safeguards must be considered when personal information is transferred internationally.

14. RETENTION OF PERSONAL INFORMATION

BOATECH will retain personal information only for as long as reasonably necessary to fulfil the purpose for which it was collected, unless a longer retention period is required or permitted by law.

The retention period may depend on:

- the nature of the information;
- the purpose for which it was collected;
- contractual requirements;
- legal and regulatory obligations;
- dispute resolution requirements;
- business requirements; and
- information-security considerations.

BOATECH's existing internal policy similarly provides that personal information will only be retained for as long as necessary to fulfil its purpose or as required by law.

15. YOUR RIGHTS AS A DATA SUBJECT

Subject to applicable legal limitations, you may have the right to:

- request access to personal information BOATECH holds about you;
- request correction or updating of inaccurate information;
- request deletion of information where legally permissible;
- object to certain processing activities;
- object to direct marketing in circumstances provided for by law;
- withdraw consent where processing is based on consent; and
- lodge a complaint regarding the processing of your personal information.

The existing BOATECH internal policy recognises rights of access, correction/deletion and objection where applicable.

Requests should be submitted to:

Information Officer / Privacy Contact

BOATECH (Pty) Ltd
Unit 12, 44 Richards Drive
Innovation Worx Office Park
1685
South Africa

Email: info@boatech.co.za

Telephone: [011 568 4472](tel:0115684472)

These are the company's published contact details in its company profile.

Management confirmation required:

Boas Chauke - boasc@boatech.co.za (083 6468 375)

Rudzani Midzi - rudzanim@boatech.co.za (079 5578 244)

16. DIRECT MARKETING

Where BOATECH engages in direct marketing by electronic communications, it will do so in accordance with applicable legal requirements.

Where consent is required, BOATECH will obtain such consent before sending direct marketing communications.

Individuals will be provided with an appropriate opportunity to object to or unsubscribe from direct marketing communications where required.

17. COOKIES AND WEBSITE TECHNOLOGIES

[TO BE CONFIRMED BY MANAGEMENT / WEBSITE ADMINISTRATOR]

BOATECH should disclose whether its website uses:

- essential cookies;
- analytics cookies;
- performance cookies;
- marketing cookies;
- third-party tracking technologies; or
- similar technologies.

If applicable, a separate Cookie Notice should explain the categories of cookies used, their purposes, the relevant third parties and how users can manage their preferences.

18. SPECIAL PERSONAL INFORMATION

Certain categories of information receive additional protection under POPIA.

BOATECH will only process special personal information where permitted by applicable law and where an appropriate lawful basis exists.

Where BOATECH processes such information on behalf of a client as part of an IT service, BOATECH will process it in accordance with the client's lawful instructions and applicable contractual and legal requirements.

19. CHILDREN'S PERSONAL INFORMATION

BOATECH does not intentionally seek to collect personal information from children unless such processing is permitted by law and appropriate safeguards are in place.

Where children's personal information is processed as part of a client engagement, BOATECH will apply appropriate contractual, technical and organisational safeguards.

20. AUTOMATED DECISION-MAKING

[TO BE CONFIRMED BY MANAGEMENT]

BOATECH should confirm whether it undertakes any processing involving automated decision-making or profiling that produces legal consequences or similarly significant effects on individuals.

Where such processing occurs, BOATECH will ensure that applicable POPIA requirements are addressed.

21. SECURITY COMPROMISES AND DATA BREACHES

BOATECH maintains processes for identifying, managing and responding to information-security incidents and personal-information breaches.

Any suspected or confirmed security compromise will be assessed and managed in accordance with applicable law and BOATECH's internal security and privacy procedures.

Where legally required, BOATECH will notify the relevant regulatory authority and affected data subjects.

The internal BOATECH policy requires data breaches to be reported immediately and managed in accordance with applicable legal requirements.

POPIA's section 22 framework requires notification of certain security compromises to the Information Regulator and affected data subjects where the statutory requirements are met.

22. CONFIDENTIALITY

BOATECH recognises the importance of maintaining the confidentiality of information entrusted to it.

Employees, contractors and relevant third parties are required to comply with BOATECH's applicable privacy, confidentiality and information-security requirements.

BOATECH's internal policy requires employees to protect company and client information, maintain confidentiality, follow security procedures and report suspected data breaches or suspicious activity.

23. COMPLAINTS

If you believe BOATECH has processed your personal information unlawfully or has not adequately addressed your privacy concerns, you should first contact BOATECH using the details provided in this Privacy Policy.

You may also lodge a complaint with the **Information Regulator of South Africa**, which is responsible for monitoring and enforcing compliance with POPIA.

Information Regulator

Telephone: [010 023 5200](tel:0100235200)

Email: enquiries@inforegulator.org.za

Website: Information Regulator of South Africa

The Regulator's eServices platform also provides facilities for POPIA complaints and security-compromise reporting.

24. CHANGES TO THIS PRIVACY POLICY

BOATECH may amend or update this Privacy Policy from time to time to reflect:

- changes in legislation;
- regulatory requirements;
- changes to our services;
- changes to our information-processing practices;
- technological developments; or
- improvements to our privacy and security practices.

The latest version will be made available through the appropriate BOATECH communication channel or website.

25. CONTACT US

For privacy-related queries, requests or concerns, please contact:

BOATECH (Pty) Ltd

Unit 12, 44 Richards Drive
Innovation Worx Office Park
1685
South Africa

Telephone: [011 568 4472](tel:0115684472)

Email: info@boatech.co.za

Website: www.boatech.co.za

26. APPROVAL AND REVIEW

Approved By: Boas Chauke

Effective Date: 18 June 2026

Review Date: 18 June 2026

Version: 1.0

This Privacy Policy shall be reviewed periodically to ensure continued relevance and compliance with applicable legal and regulatory requirements, consistent with the existing BOATECH internal policy.

