

Protection of Personal Information Act (POPIA) Policy

WirelessONE (Pty) Ltd

Reference	WO-LEG-POP-001
Version	1.0
Effective Date	2026-08-31
Approved By	Bertus Meintjes, Director
Review Cycle	Annual

Statutory basis. Issued in accordance with the Protection of Personal Information Act, 4 of 2013 ("POPIA"), which gives effect to the constitutional right to privacy and regulates the processing of personal information in South Africa.

1. Introduction

WirelessONE (Pty) Ltd ("WirelessONE") is committed to protecting the privacy and personal information of its customers, employees, suppliers and website users.

This Policy sets out WirelessONE's approach to the lawful processing of personal information in accordance with POPIA.

2. Scope

This Policy applies to:

- Customers and prospective customers.
- Website users.
- Employees and contractors.
- Suppliers and business partners.

It covers all personal information processed by WirelessONE, whether collected electronically, telephonically, in writing or through automated systems.

3. Definitions

- **Personal Information** means information relating to an identifiable natural or juristic person, including names, identity numbers, contact details, location data, IP addresses, billing information and usage data.
- **Data Subject** means the person to whom the personal information relates.

- **Responsible Party** means WirelessONE, as the entity that determines the purpose and means of processing personal information.
- **Operator** means a third party that processes personal information on behalf of WirelessONE under a written contract.
- **Information Officer** means the person appointed by WirelessONE under POPIA to oversee compliance.

4. Personal Information Collected

WirelessONE collects the following categories of personal information:

- Identity and contact information (name, identity number, telephone, email).
- Physical and installation addresses.
- Billing and payment details.
- Service usage and network performance data.
- Technical data, including IP addresses and device information.
- Communication records (support tickets, emails, calls).

5. Purpose of Processing

WirelessONE processes personal information for lawful and defined purposes, including:

- Providing and managing internet and related services.
- Customer registration, installation and technical support.
- Billing, payments and account administration.
- Network monitoring, security and performance management.
- Legal, regulatory and ICASA compliance.
- Communicating service updates, notices, or marketing where consent has been given.

Personal information is collected for specific, explicit and lawful purposes only, as required by POPIA.

6. Conditions for Lawful Processing

WirelessONE complies with the eight conditions for lawful processing of personal information set out in POPIA:

- **Accountability.** WirelessONE is accountable for processing.
- **Processing limitation.** Processing is lawful, adequate, relevant and not excessive.
- **Purpose specification.** Personal information is collected for specific, explicitly defined and lawful purposes.
- **Further processing limitation.** Further processing must be compatible with the original purpose.

- **Information quality.** WirelessONE takes reasonable steps to ensure information is complete, accurate and current.
- **Openness.** WirelessONE is transparent about its processing activities.
- **Security safeguards.** WirelessONE applies appropriate technical and organisational security measures.
- **Data subject participation.** Data subjects may access, correct or delete their personal information.

7. Information Security Safeguards

WirelessONE implements reasonable technical and organisational measures to prevent:

- Loss, damage or unauthorised destruction of personal information.
- Unlawful access to or processing of personal information.

Measures include access controls, secure systems, staff training and contractual obligations imposed on operators.

8. Sharing of Personal Information

Personal information may be shared only:

- With operators (such as billing platforms and hosting providers) under written confidentiality agreements.
- Where required by law or by regulatory authorities (including ICASA).
- With the consent of the data subject.

Cross-border transfers occur only where POPIA's conditions for transfer outside the Republic of South Africa are satisfied.

9. Data Subject Rights

Data subjects have the right to:

- Request access to their personal information.
- Request correction or deletion of inaccurate or outdated personal information.
- Object to processing for direct marketing.
- Withdraw consent where processing is based on consent.
- Lodge a complaint with the Information Regulator.

Requests may be directed to the WirelessONE Information Officer using the contact details in section 12.

10. Cookies and Website Data

The WirelessONE website may use cookies and similar technologies to:

- Improve website performance.
- Analyse usage trends.
- Enhance the user experience.

Users may manage cookie preferences through their browser settings.

11. Breach Notification

In the event of a security breach affecting personal information, WirelessONE will:

- Take immediate steps to contain the breach.
- Notify affected data subjects.
- Notify the Information Regulator.

These notifications will be made as soon as reasonably possible, in accordance with POPIA.

12. Information Officer

WirelessONE has appointed an Information Officer responsible for POPIA compliance and PAIA matters.

Information Officer	Bertus Meintjes
Email	bertus@wirelessone.co.za
Telephone	(082) 826 9234

13. Complaints

POPIA-related complaints or queries may be submitted to bertus@wirelessone.co.za.

Unresolved complaints may be escalated to the **Information Regulator (South Africa)**:

- Website: <https://inforegulator.org.za>
- Complaints email: PAIAComplaints@inforegulator.org.za

14. Policy Updates

This Policy is reviewed annually and updated from time to time to ensure continued compliance with POPIA and operational requirements. The latest version is published on the WirelessONE website at www.wirelessone.co.za.

Document Control

Reference	WO-LEG-POP-001
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Custodian	Director, WirelessONE (Pty) Ltd

Version History

Version	Date	Notes
0.1	2026-05-13	Initial draft
1.0	2026-08-31	Published — first public release at wirelessone.co.za/legal .