

Privacy Policy

WirelessONE (Pty) Ltd

Reference	WO-LEG-PRV-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"). For full POPIA compliance detail, refer to the WirelessONE POPIA Policy. For Promotion of Access to Information Act ("PAIA") requests, refer to the WirelessONE PAIA Manual.

1. Introduction

WirelessONE (Pty) Ltd ("WirelessONE") is committed to protecting your privacy. This Privacy Policy explains what personal information WirelessONE collects, how it is used, how it is protected, and the rights of the data subject.

By using the WirelessONE website or any WirelessONE internet service, you acknowledge the data practices described in this Policy.

2. Collection of Personal Information

WirelessONE collects personal information that is necessary to provide and administer its services, including:

- **Identity and contact details.** Name, identity number, telephone number, email address and physical address.
- **Service information.** Installation address, account details, package and equipment details.
- **Technical and network data.** IP addresses, device identifiers, diagnostic data such as signal quality and bandwidth usage.
- **Billing information.** Payment records and invoice history.
- **Communication records.** Support tickets, emails, calls and other correspondence.

WirelessONE only collects personal information that is necessary, lawful and relevant to the services provided.

3. Use of Personal Information

WirelessONE uses personal information for the following purposes:

- 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 notices, outage information and changes to services.
- Marketing of WirelessONE products or services, where the customer has consented (with the right to opt out at any time).

WirelessONE **does not** sell, rent or lease customer lists to third parties.

4. Disclosure of Personal Information

WirelessONE may disclose personal information:

- Where required by law or in compliance with a lawful court order or regulatory request.
- To operators (such as billing platforms, hosting providers and payment processors) under written confidentiality and data-protection obligations.
- Where the customer has consented to disclosure.
- Where disclosure is necessary to protect WirelessONE's lawful rights or property, or the safety of others.

5. Security of Personal Information

WirelessONE applies reasonable technical and organisational security measures to protect personal information from loss, damage and unauthorised access, use or disclosure. These measures include:

- Access controls and authentication for staff systems.
- Role-based access in billing and customer-management platforms.
- Encryption where applicable.
- Secure retention and destruction practices.

6. Retention

Personal information is retained only for as long as necessary for the purposes for which it was collected, or as required by applicable law, regulation, or contractual obligations.

7. Cross-Border Transfers

WirelessONE does not transfer personal information outside the Republic of South Africa unless required for service delivery and where the recipient is subject to adequate data-protection safeguards consistent with POPIA.

8. Your Rights as a Data Subject

Under POPIA, you have the right to:

- Access the personal information that WirelessONE holds about you.
- Request correction or deletion of inaccurate personal information.
- Object to processing of your personal information for direct marketing.
- Withdraw consent where processing is based on consent.
- Lodge a complaint with the Information Regulator.

Requests should be directed to the WirelessONE Information Officer at bertus@wirelessone.co.za. Formal requests under PAIA should be submitted via the WirelessONE PAIA Manual.

9. Cookies and Website Data

The WirelessONE website (www.wirelessone.co.za) may use cookies and similar technologies for website performance, analytics and user experience. Users may manage cookie preferences through their browser settings.

10. Third-Party Websites

The WirelessONE website may contain links to third-party websites. WirelessONE is not responsible for the privacy practices or content of those websites. Users are encouraged to review the privacy policies of any third-party website they visit.

11. Changes to this Policy

WirelessONE may update this Privacy Policy from time to time. The latest version is published on the WirelessONE website at www.wirelessone.co.za.

12. Contact

Information Officer	Bertus Meintjes
Email	bertus@wirelessone.co.za
General Customer Email	admin@wirelessone.co.za
Office Telephone	(017) 422 0299

Mobile	(082) 826 9234
Website	www.wirelessone.co.za
Registered Office	11A Dannhauser, Meyerville, Standerton, 2430
Operating Office	17 Caledon Street, Kasselmann Building, Standerton, 2430

Complaints regarding the handling of personal information may be lodged with the **Information Regulator (South Africa)**:

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

Document Control

Reference	WO-LEG-PRV-001
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Next Review	2027-08-31
Custodian	Director, WirelessONE (Pty) Ltd

Version History

Version	Date	Notes
0.1	2026-05-13	Initial draft. Contradiction in the prior draft (regarding use of personal information) resolved; registered address corrected to 11A Dannhauser, Meyerville.
1.0	2026-08-31	Published — first public release at wirelessone.co.za/legal .