

A2Z COMMUNICATIONS COOKIES POLICY

Effective Date: 7 August 2026

Last Updated: 7 August 2026

1. Introduction

A2Z Investment Group (Pty) Ltd, trading as **A2Z Communications** ("A2Z Communications", "A2Z", "we", "us" or "our"), respects your privacy and is committed to protecting your personal information.

This Cookies Policy explains how we use cookies and similar technologies when you visit or interact with our websites, portals, applications and other online services, including www.a2ztech.co.za and associated A2Z Communications online platforms.

This Cookies Policy should be read together with our **Privacy Policy** and any other applicable terms displayed on our websites or online platforms.

We use cookies to operate our digital services, maintain security, remember preferences, understand how our websites are used, improve our services and, where you have consented, support marketing and advertising activities.

Where cookies or similar technologies collect information that identifies or may reasonably be linked to an identifiable person, we process that information in accordance with the **Protection of Personal Information Act 4 of 2013 ("POPIA")** and other applicable South African laws.

2. What Are Cookies?

Cookies are small text files that are placed on your computer, smartphone, tablet or other device when you visit a website.

Cookies allow a website to recognise a device, remember certain information about a visitor, maintain login sessions, retain preferences, improve website functionality and collect information about how the website is being used.

Cookies may be:

- **Session cookies**, which are deleted when you close your browser; or
- **Persistent cookies**, which remain on your device for a defined period or until you delete them.

Cookies may also be:

- **First-party cookies**, placed directly by A2Z Communications; or

- **Third-party cookies**, placed by approved third-party service providers whose technology or services are used on our websites.
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3. Similar Technologies

In addition to traditional cookies, we may use similar technologies, including:

- browser local storage;
- session storage;
- pixels;
- tracking tags;
- web beacons;
- software development kits;
- device identifiers;
- analytics technologies; and
- other technologies used to store or access information on a device.

For purposes of this Cookies Policy, references to “cookies” include these similar technologies where appropriate.

4. Why We Use Cookies

A2Z Communications may use cookies for the following purposes:

4.1 Strictly Necessary Cookies

These cookies are required for our websites and online services to operate correctly and securely.

They may be used to:

- enable website navigation;
- maintain secure user sessions;
- authenticate users;
- remember items or selections during a transaction;
- operate customer and agent portals;
- support website forms;
- prevent fraudulent or malicious activity;
- maintain network and website security;
- manage load balancing;
- store cookie-consent preferences; and
- provide functionality expressly requested by a user.

Because these cookies are necessary to provide the website or service requested by you, they generally cannot be disabled through our cookie preference centre.

You may be able to block them through your browser; however, doing so may prevent parts of our website or online services from functioning correctly.

4.2 Functional and Preference Cookies

Functional cookies allow us to remember choices you make and provide enhanced or more personalised functionality.

These may include remembering:

- language preferences;
- location or region selections;
- login preferences;
- previously entered information;
- communication preferences;
- accessibility settings; or
- other customised website settings.

Where these cookies are not strictly necessary, we will use them in accordance with your cookie preferences.

4.3 Analytics and Performance Cookies

Analytics cookies help us understand how visitors interact with our websites and online platforms.

They may provide information such as:

- pages visited;
- time spent on pages;
- navigation paths;
- traffic sources;
- browser and device type;
- approximate geographic region;
- website performance;
- errors encountered; and
- aggregated visitor statistics.

We use this information to measure website performance, identify areas for improvement and make our services easier and more useful to visitors.

We may use analytics providers such as **Google Analytics** or comparable analytics services.

Where required, analytics cookies will only be activated after you provide consent.

4.4 Marketing and Advertising Cookies

With your consent, we may use marketing and advertising cookies to:

- understand the effectiveness of advertising campaigns;
- measure conversions;
- limit the number of times an advertisement is displayed;
- identify how visitors arrived at our website;
- build audiences for marketing campaigns;
- display advertising that may be more relevant to your interests; and
- measure engagement with A2Z Communications marketing.

These technologies may be provided by advertising and social media platforms such as Google, Meta, LinkedIn or other advertising partners used by A2Z Communications from time to time.

Marketing and advertising cookies will not be activated where consent is required unless you have chosen to accept them.

4.5 Customer Support and Chat Cookies

Our website may provide live chat, chatbot, AI assistant, WhatsApp or other customer-support functionality.

These services may use cookies or local storage to:

- maintain a conversation session;
- remember your interaction during a visit;
- route enquiries;
- maintain security;
- enable support functionality; or
- improve the customer experience.

Where information provided through these services constitutes personal information, it will be processed in accordance with our Privacy Policy.

5. Cookie Categories

The cookies used across A2Z Communications platforms may fall into the following categories:

Cookie Category	Primary Purpose	Consent
Strictly Necessary	Security, authentication, sessions and essential website functionality	Generally required
Functional	Remembering preferences and enhanced functionality	Consent where required

Cookie Category	Primary Purpose	Consent
Analytics & Performance	Website measurement, statistics and performance improvement	Consent where required
Marketing & Advertising	Advertising, campaign measurement and audience targeting	Consent required where applicable
Third-Party Services	Functions provided by integrated external service providers	Depends on the purpose of the cookie

The exact cookies in use may change as we develop our websites, introduce new services or change technology providers.

Where available, our cookie preference centre or consent management tool will provide more detailed information about the cookies currently in use.

6. Your Cookie Choices

When you first visit our website, you may be presented with a cookie notification or preference centre.

Where applicable, you will be able to:

- **Accept All Cookies;**
- **Reject Non-Essential Cookies;** or
- **Manage Cookie Preferences.**

Rejecting non-essential cookies will not prevent you from accessing the basic functionality of our website.

Strictly necessary cookies may continue to operate because they are required to deliver the website, maintain security or provide a service you have requested.

7. Consent

Where A2Z Communications relies on your consent to use a cookie or process information obtained through a cookie, we aim to ensure that your consent is voluntary, specific and informed.

We will not treat silence, inactivity or continued browsing alone as affirmative consent for non-essential cookies where affirmative consent is required.

You may withdraw or change your consent at any time through our cookie preference functionality, where available.

Withdrawing consent does not affect the lawfulness of processing that occurred before consent was withdrawn.

8. Changing Your Cookie Preferences

You may change your cookie choices at any time by:

- using the **Cookie Settings** or **Manage Cookies** option available on our website;
- changing the settings in your internet browser; or
- deleting cookies already stored on your device.

Most browsers allow users to:

- see which cookies are stored;
- delete cookies;
- block third-party cookies;
- block cookies from specific websites;
- block all cookies; or
- configure automatic deletion of cookies.

Please note that disabling certain cookies may affect website functionality, login functionality, customer portals, shopping or quotation features, forms and other digital services.

9. Third-Party Cookies and Services

Our websites may integrate services provided by third parties.

These may include, depending on the services enabled from time to time:

- Google services;
- Microsoft services;
- Meta platforms;
- LinkedIn;
- WhatsApp;
- website hosting providers;
- payment or billing platforms;
- telecommunications service providers;
- cybersecurity services;
- CRM and customer-support platforms;
- analytics providers;
- cloud infrastructure providers; and
- embedded video, mapping or social-media services.

These third parties may place their own cookies or collect information from your browser or device.

Where third-party cookies are used, those third parties may process information according to their own privacy and cookie policies.

A2Z Communications requires service providers handling personal information on our behalf to process such information in accordance with applicable contractual and legal requirements.

10. Social Media and Embedded Content

Our websites may contain links, buttons, videos, feeds or other content from social-media platforms and third-party websites.

If you interact with embedded content, the relevant third party may collect information about your interaction, particularly where you are already logged into that third-party service.

We encourage you to review the privacy and cookie policies of any third-party platform you use.

11. Google Analytics and Website Analytics

A2Z Communications may use Google Analytics or comparable analytics technologies to understand how visitors interact with our websites.

Analytics information may include information about:

- page visits;
- website navigation;
- device and browser characteristics;
- approximate location;
- referral sources;
- interactions with website features; and
- website performance.

We aim to configure analytics technologies in a privacy-conscious manner and use the information primarily to understand aggregated website usage and improve our online services.

Where applicable, analytics cookies will be subject to your cookie consent preferences.

12. IP Addresses and Online Identifiers

When you access our website, certain technical information may automatically be generated or collected, including your:

- IP address;
- browser type;
- operating system;
- device type;

- session identifiers;
- online identifiers;
- access date and time; and
- technical interaction information.

Depending on the circumstances, such information may constitute personal information under POPIA.

We will process this information only for legitimate and lawful purposes, including security, fraud prevention, network administration, troubleshooting, analytics and the provision of our online services.

13. International Data Transfers

Some of the technology providers used by A2Z Communications may operate infrastructure or process information outside South Africa.

Where personal information collected through cookies is transferred outside South Africa, A2Z Communications will take reasonable steps to ensure that such transfers comply with applicable data-protection requirements, including POPIA.

This may include using service providers operating under appropriate contractual, technical or legal safeguards.

14. Data Retention

Cookies remain on your device for different periods depending on their purpose.

Some cookies expire when your browsing session ends, while others may remain for a specified period.

We aim to retain information obtained through cookies only for as long as reasonably necessary for the purpose for which it was collected, unless a longer retention period is required or permitted by law.

Cookie duration may also be determined by the relevant third-party provider.

15. Security

A2Z Communications takes reasonable and appropriate technical and organisational measures to protect information collected through our websites against:

- loss;
- misuse;
- unauthorised access;
- unauthorised disclosure;

- alteration; and
- destruction.

No internet-based service can, however, be guaranteed to be completely secure.

Users are also responsible for maintaining appropriate security on their devices, browsers and account credentials.

16. Your Privacy Rights

Where information collected through cookies constitutes personal information, you may have rights under POPIA, subject to applicable legal requirements.

These may include the right to:

- be informed about the processing of your personal information;
- request access to personal information we hold about you;
- request correction of inaccurate information;
- request deletion or destruction of personal information where legally permitted;
- object to certain processing;
- withdraw consent where processing is based on consent; and
- lodge a complaint with the Information Regulator of South Africa.

Further information about these rights is available in our Privacy Policy.

17. Children

Our general business websites and services are not intended to use cookies for the purpose of profiling children or directing behavioural advertising specifically at children.

Where an A2Z Communications service is specifically designed for educational users or children, additional safeguards may apply in accordance with POPIA and other applicable requirements.

18. Links to Other Websites

Our website may contain links to websites operated by third parties.

A2Z Communications does not control the cookies, privacy practices or content of independently operated third-party websites.

We recommend reviewing the privacy and cookies policies of any external website before providing information or accepting cookies.

19. Changes to This Cookies Policy

We may update this Cookies Policy from time to time to reflect:

- changes to our technology;
- changes to the cookies we use;
- new products or digital services;
- changes to third-party service providers;
- regulatory developments; or
- changes to applicable laws.

When we make material changes, we will update the “**Last Updated**” date displayed at the beginning of this policy.

Where appropriate, we may also provide additional notice through our website or cookie consent mechanism.

20. Contact A2Z Communications

If you have questions about this Cookies Policy, our use of cookies or the processing of your personal information, please contact:

A2Z Investment Group (Pty) Ltd t/a A2Z Communications

Website: www.a2ztech.co.za

South Africa

You may also contact us through the **Contact Us** facility available on our website.

For privacy-related matters, please address your enquiry to the **Information Officer / Privacy Officer of A2Z Communications**.

21. Complaints to the Information Regulator

If you believe that A2Z Communications has processed your personal information in a manner that is inconsistent with POPIA, you may contact us first so that we have an opportunity to investigate and resolve your concern.

You also have the right, where applicable, to lodge a complaint with the **Information Regulator of South Africa** in accordance with the procedures prescribed by the Regulator.

22. Governing Law

This Cookies Policy is governed by the laws of the **Republic of South Africa**, including, where applicable:

- the **Protection of Personal Information Act 4 of 2013 (POPIA)**;
- the **Electronic Communications and Transactions Act 25 of 2002 (ECTA)**; and
- other applicable South African privacy, consumer-protection and electronic-communications laws.

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