

A2Z COMMUNICATIONS PRIVACY 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 right to privacy and is committed to protecting the personal information entrusted to us.

This Privacy Policy explains how we collect, use, store, share, protect and otherwise process personal information when you:

- visit or use our website;
- contact us for information, quotations or support;
- purchase, subscribe to or use our products and services;
- interact with our online forms, customer portals, support systems or chatbot;
- communicate with us by telephone, email, WhatsApp, SMS or other electronic channels;
- participate in promotions, campaigns, surveys or marketing activities;
- become a customer, prospective customer, supplier, partner, reseller, agent or other business contact.

We process personal information in accordance with the **Protection of Personal Information Act 4 of 2013 ("POPIA")**, and other applicable South African laws.

Our website is available at:

www.a2ztech.co.za

2. WHO IS RESPONSIBLE FOR YOUR PERSONAL INFORMATION?

For purposes of POPIA, **A2Z Investment Group (Pty) Ltd t/a A2Z Communications** is the responsible party in respect of personal information processed through this website and through our business operations, except where another organisation is legally responsible for determining the purposes and means of processing.

Our Information Officer is responsible for overseeing compliance with applicable privacy and information-protection requirements.

Privacy and Information Officer enquiries may be submitted through our website contact channels.

Telephone: 010 102 3843

Website: www.a2ztech.co.za

Please use the subject or reference **“Privacy / POPIA Request”** when contacting us about your personal information.

3. WHAT IS PERSONAL INFORMATION?

Personal information is information relating to an identifiable natural or juristic person.

Depending on your relationship with us, this may include information such as your:

- name and surname;
- company or organisation name;
- job title;
- identity or registration information, where reasonably required;
- email address;
- telephone or mobile number;
- physical, installation, billing or service address;
- postal code;
- account or customer number;
- billing and payment information;
- products and services purchased or requested;
- internet or connectivity installation information;
- technical and device information;
- IP address;
- browser and operating-system information;
- support tickets and service history;
- telephone, WhatsApp, email, chatbot or other communications with us;
- quotations and contractual information;
- website activity and interaction information;
- referral or sales-agent information;
- preferences and marketing choices; and
- any other information you voluntarily provide to us.

We will only process personal information that is adequate, relevant and reasonably necessary for the purpose for which it is collected.

4. INFORMATION WE COLLECT THROUGH OUR WEBSITE

Our website may allow you to provide information through features such as:

- contact forms;
- quotation requests;
- fibre, LTE or connectivity coverage enquiries;
- product and service enquiries;
- VoIP and Cloud PBX enquiries;
- smartboard or hardware quotation forms;
- appointment and meeting bookings;
- customer-support requests;
- newsletter or promotional registrations;
- sales-agent or referral programmes;
- website downloads;
- chatbot or AI-assistant conversations; and
- other interactive website features.

Information submitted through these facilities may include your name, telephone number, email address, address or location, organisation details, service requirements and the contents of your enquiry.

5. HOW WE COLLECT PERSONAL INFORMATION

We may obtain personal information:

5.1 Directly from you

For example, when you:

- submit a website form;
- request a quotation;
- place an order;
- enter into an agreement with us;
- subscribe to a service;
- communicate with our sales or support teams;
- interact with our chatbot;
- visit our offices or attend an event;
- register as an agent, supplier, partner or reseller; or
- participate in a promotion or campaign.

5.2 Automatically

Certain information may be collected automatically when you use our website, including:

- IP address;
- browser type;
- device type;
- operating system;
- pages visited;
- referring website;
- date and time of access;
- approximate geographic information; and
- cookie or similar technology identifiers.

5.3 From third parties

Where lawful and appropriate, we may obtain information from:

- network operators;
- fibre network operators;
- telecommunications providers;
- distributors;
- technology partners;
- resellers and sales agents;
- credit or identity-verification providers where necessary;
- business partners;
- publicly available sources;
- service providers acting on our behalf; and
- customers or organisations that nominate you as their authorised representative.

6. WHY WE PROCESS PERSONAL INFORMATION

We may process personal information to:

- respond to enquiries;
- prepare and issue quotations;
- process applications and orders;
- enter into and administer contracts;
- provision telecommunications, connectivity and technology services;
- conduct fibre, LTE, 5G or other coverage checks;
- arrange installations;
- manage customer accounts;
- provide technical and customer support;
- troubleshoot and resolve service issues;
- provide domains, hosting, cloud and email services;

- provide VoIP and communication services;
 - procure and supply hardware and software;
 - manage software licences and subscriptions;
 - manage billing, payments and collections;
 - communicate service notices and operational information;
 - authenticate users and protect customer accounts;
 - prevent fraud and misuse;
 - manage suppliers, partners, agents and resellers;
 - improve our website, products and services;
 - analyse service performance;
 - conduct customer research;
 - manage complaints;
 - comply with tax, accounting, regulatory and legal obligations;
 - establish, exercise or defend legal claims;
 - communicate relevant products and services to customers where legally permitted;
 - obtain consent for marketing where required;
 - maintain network, cybersecurity and information-security controls; and
 - protect A2Z Communications, our customers and our systems.
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7. GROUNDS ON WHICH WE PROCESS INFORMATION

Depending on the circumstances, our processing of personal information may be based on:

- your consent;
- the conclusion or performance of a contract with you;
- steps requested by you before entering into a contract;
- compliance with a legal obligation;
- protection of a legitimate interest of the data subject;
- performance of a public-law duty where applicable; or
- pursuit of our legitimate interests or those of a third party, provided your rights and interests are appropriately protected.

Where processing is based on consent, you may withdraw that consent where permitted by law.

Withdrawal of consent does not affect processing that was lawful before consent was withdrawn.

8. CONNECTIVITY AND TELECOMMUNICATIONS SERVICES

Because A2Z Communications provides connectivity and telecommunications-related services, certain personal information may need to be shared with or processed through third-party network and infrastructure providers.

Depending on the service requested, these may include:

- fibre network operators;
- mobile network operators;
- internet service providers;
- infrastructure operators;
- telecommunications carriers;
- number-porting service providers;
- hardware vendors;
- installation partners; and
- related technical service providers.

We disclose only information reasonably necessary to determine coverage, activate, deliver, maintain, support or terminate the relevant service.

Third-party providers may also have their own legal and regulatory obligations regarding information processed through their networks.

9. CHATBOT, AI ASSISTANT AND AUTOMATED SERVICES

Our website may provide access to an automated chatbot or AI-assisted customer interface.

When you use these services, the information you type into the chatbot may be processed for purposes such as:

- understanding your enquiry;
- identifying the service you are interested in;
- providing general product or support information;
- directing you to an appropriate A2Z representative;
- assisting with quotations;
- improving customer service; and
- maintaining continuity of your enquiry.

You should **not submit passwords, banking PINs, card PINs or unnecessarily sensitive personal information through the chatbot.**

Chatbot interactions may be processed using third-party technology or cloud providers acting under contractual or technical arrangements with us.

Where automated technology assists our business processes, A2Z Communications remains committed to complying with applicable laws relating to automated processing and the rights of data subjects.

We will not intentionally subject a person to a legally significant decision based solely on automated processing where this would be prohibited by applicable law.

10. COOKIES AND SIMILAR TECHNOLOGIES

Our website may use cookies and similar technologies.

Cookies are small files or identifiers stored on or associated with your device that enable websites to recognise browsers or remember certain information.

We may use:

Essential cookies

Necessary for the website, security or requested functionality to operate correctly.

Functional cookies

Used to remember preferences or enhance website functionality.

Analytics cookies

Used to understand website traffic, visitor behaviour and website performance.

Marketing cookies

Where implemented and legally appropriate, these may assist us in measuring marketing campaigns or presenting relevant advertising.

Where legally required, we will obtain appropriate consent before placing non-essential cookies.

You may also configure your browser to refuse or delete cookies. Disabling certain cookies may affect website functionality.

11. DIRECT MARKETING

A2Z Communications may communicate information about products, services, promotions or solutions that may be relevant to customers or prospective customers, but we will do so in accordance with applicable direct-marketing laws.

Where consent is required before sending unsolicited electronic marketing, we will seek that consent in accordance with POPIA.

Where you are an existing customer, we may communicate with you about our own similar products or services where permitted by law.

Our electronic marketing communications will provide a reasonable way to unsubscribe or object to further marketing.

You may opt out of marketing communications at any time.

An objection to direct marketing will not prevent us from sending operational, contractual, billing, security or service-related communications that are necessary for your account or services.

12. WHO WE MAY SHARE YOUR INFORMATION WITH

A2Z Communications does not sell personal information.

Where necessary and lawful, information may be disclosed to organisations such as:

- telecommunications and network operators;
- fibre network operators;
- infrastructure providers;
- cloud and hosting providers;
- website and software service providers;
- CRM and customer-support platforms;
- email and communication providers;
- payment and billing providers;
- banks and financial-service providers;
- distributors and suppliers;
- delivery and logistics providers;
- installers and technical contractors;
- cybersecurity service providers;
- consultants and professional advisers;
- accountants and auditors;
- attorneys;

- insurance providers where relevant;
- regulatory or government authorities;
- law-enforcement agencies where legally required;
- courts and tribunals; and
- prospective purchasers, investors or professional advisers involved in a legitimate corporate transaction, subject to appropriate confidentiality requirements.

Where another organisation processes personal information on our behalf as an operator, we seek to ensure that appropriate privacy, confidentiality and security obligations apply.

13. INTERNATIONAL AND CROSS-BORDER INFORMATION TRANSFERS

Some of the technology and cloud services used by A2Z Communications may involve processing or storage of information outside South Africa.

Where personal information is transferred to another country, we take reasonable steps to ensure that such transfer complies with POPIA and applicable law.

This may include ensuring that:

- the recipient is subject to an adequate level of data protection;
 - appropriate contractual protections are in place;
 - the transfer is necessary for performance of a contract;
 - the transfer benefits the data subject and applicable legal requirements are satisfied; or
 - the data subject has consented where consent is an appropriate lawful basis.
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14. INFORMATION SECURITY

A2Z Communications takes reasonable and appropriate technical and organisational measures to protect personal information against:

- accidental loss;
- unlawful access;
- unauthorised use;
- disclosure;
- alteration;
- destruction; and
- other unlawful processing.

Security measures may include, where appropriate:

- access controls;
- passwords and authentication;
- multi-factor authentication;
- encryption;
- firewalls;
- secure cloud infrastructure;
- endpoint protection;
- role-based access;
- system monitoring;
- vulnerability management;
- backups;
- security policies;
- staff confidentiality requirements; and
- contractual security requirements for service providers.

No internet-connected system can be guaranteed to be completely secure. We therefore continually assess and improve security measures appropriate to the risks involved.

15. SECURITY COMPROMISES AND DATA BREACHES

Where there are reasonable grounds to believe that personal information has been accessed or acquired by an unauthorised person, A2Z Communications will investigate the incident and take appropriate steps in accordance with POPIA.

Where legally required, we will notify the **Information Regulator** and affected data subjects as soon as reasonably possible, subject to any lawful restrictions on notification.

16. HOW LONG WE KEEP PERSONAL INFORMATION

We retain personal information only for as long as reasonably necessary for:

- the purposes for which it was collected;
- provision of products and services;
- contractual requirements;
- customer support;
- accounting and tax requirements;
- legal and regulatory requirements;
- legitimate business purposes;
- dispute resolution; and
- establishment, exercise or defence of legal claims.

When information is no longer reasonably required, we may delete, destroy, anonymise or de-identify it, subject to applicable legal requirements.

Different categories of records may have different retention periods.

17. ACCURACY OF PERSONAL INFORMATION

We take reasonable steps to ensure that personal information in our possession is complete, accurate, not misleading and updated where necessary.

Customers and other data subjects are encouraged to notify us when their personal information changes.

18. YOUR RIGHTS

Subject to POPIA and other applicable laws, you may have the right to:

- ask whether we hold personal information about you;
- request access to your personal information;
- request correction of inaccurate information;
- request deletion or destruction of information in appropriate circumstances;
- object to certain processing;
- object to direct marketing;
- withdraw consent where processing is based on consent;
- request information about the identity of third parties that have had access to your personal information where applicable;
- lodge a complaint with us; and
- lodge a complaint with the Information Regulator.

Certain rights may be limited where A2Z Communications is legally required or permitted to retain or process the relevant information.

We may need to verify your identity before responding to a privacy request in order to protect your information from unauthorised disclosure.

19. SPECIAL PERSONAL INFORMATION

We do not intentionally request special personal information unless it is necessary for a legitimate and lawful purpose.

Special personal information may include information relating to matters such as health, biometric information, race or ethnic origin, religious or philosophical beliefs, political persuasion, trade-union membership or criminal behaviour.

Where such information must be processed, we will do so subject to the requirements of POPIA.

20. CHILDREN'S PERSONAL INFORMATION

Our general commercial website and services are not primarily intended to collect personal information directly from children.

Where we provide products or services to schools, educational institutions, parents, guardians or organisations involving children, we will process children's information only where legally permitted and subject to appropriate safeguards.

Users should not provide children's personal information through general website forms unless it is reasonably necessary and they are authorised to do so.

21. BUSINESS AND JURISTIC-PERSON INFORMATION

POPIA may also protect certain information relating to identifiable juristic persons.

Accordingly, this policy may apply, where relevant, to information concerning companies, close corporations, non-profit organisations, trusts and other identifiable juristic persons that interact with A2Z Communications.

22. THIRD-PARTY WEBSITES AND SERVICES

Our website may contain links to third-party websites, portals, social networks or services.

A2Z Communications does not control the privacy practices of independent third parties.

We recommend reviewing the privacy policy of any external website or service before providing personal information to it.

23. SOCIAL MEDIA

If you interact with A2Z Communications through a social-media platform, information relating to your interaction may also be processed by that platform according to its own privacy terms.

Public comments, reviews, messages and interactions may be visible to other users depending on your account and privacy settings.

24. CALL RECORDING AND CUSTOMER-SERVICE COMMUNICATIONS

Where appropriate and lawfully permitted, telephone or electronic customer-service interactions may be monitored or recorded for purposes including:

- quality assurance;
- training;
- transaction verification;
- dispute resolution;
- fraud prevention;
- security; and
- regulatory compliance.

Where reasonably required, callers may be informed that a call is being recorded.

25. CHANGES TO THIS PRIVACY POLICY

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

- changes in law;
- regulatory guidance;
- changes to our services;
- changes to our website;
- new technologies; or
- changes in our business operations.

The latest version will be published on our website together with its effective or updated date.

Material changes may also be communicated through appropriate channels.

Continued use of our website or services remains subject to the version of this Privacy Policy applicable at the relevant time.

26. CONTACTING A2Z COMMUNICATIONS

Questions, objections, correction requests or complaints relating to personal information may be directed to:

The Information Officer
A2Z Investment Group (Pty) Ltd t/a A2Z Communications

Telephone: 010 102 3843
Website: www.a2ztech.co.za

Please use the reference:

PRIVACY / POPIA REQUEST

To protect personal information, we may ask you to provide sufficient information to verify your identity and identify the records concerned.

27. COMPLAINTS TO THE INFORMATION REGULATOR

If you believe that A2Z Communications has not adequately addressed a privacy concern, you have the right to approach the **Information Regulator (South Africa)**.

Information Regulator (South Africa)
Woodmead North Office Park
54 Maxwell Drive
Woodmead
Johannesburg, South Africa

Telephone: 010 023 5200
Email: enquiries@inforegulator.org.za

A complaint may also be submitted using the Information Regulator's official electronic services and complaint channels.

We encourage you to contact A2Z Communications first so that we have an opportunity to investigate and resolve your concern.

28. GOVERNING LAW

This Privacy Policy is governed by the laws of the Republic of South Africa.

Our privacy practices are intended to comply with applicable legislation, including the **Protection of Personal Information Act 4 of 2013**, as amended or supplemented from time to time.

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Redefined and Unlimited Possibilities.