

WAMTECH SYSTEMS (PTY) LTD

Privacy notice

How we collect, use, protect and share personal information

LEGAL ENTITY	WAMTech Systems (Pty) Ltd
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1. About this notice

This notice explains how WAMTech Systems (Pty) Ltd processes personal information under the Protection of Personal Information Act 4 of 2013 (POPIA). It applies to clients, prospective clients, suppliers, business contacts, employees, applicants, directors, shareholders and people whose information is processed in systems that we build, host, maintain or support for a client.

WAMTech Systems may act as the responsible party for its own business records and as an operator where a client determines why and how information in a client system is processed.

Contact

Role	Details
Information Officer	Louis Johannes van Wyk (Johann van Wyk)
Email	jvanwyk@wamtechsystems.co.za
Telephone	+27 (0)21 887 7161
General enquiries	info@wamtechsystems.co.za
Website	https://www.wamtechsystems.co.za
Location	Stellenbosch, South Africa

2. Personal information we process

The information depends on the relationship and the service involved. It may include:

- identity and contact information, including names, identity numbers, addresses, telephone numbers and email addresses;
- organisation information, including company names, registration numbers, roles and business contact details;
- financial and tax information, including banking details, tax numbers, invoices and payment records;
- employment information, including qualifications, payroll, leave, performance, training, next-of-kin and statutory employment records;
- technical information, including server logs, IP addresses, device and browser information, access records and support correspondence;
- special personal information where a client system or employment obligation requires it, including health information and demographic information; and
- records and content supplied by clients for software development, hosting, migration, maintenance or support.

We aim to collect information directly from the person or organisation concerned. Where information is received from a client, public source, regulator, service provider or another authorised source, we process it only for the relevant purpose and relationship.

3. Why we process it

- to respond to enquiries, prepare proposals and enter into or perform contracts;
- to develop, host, integrate, maintain and support software and information systems;
- to manage suppliers, payments, tax, accounting and debt recovery;
- to manage employment, payroll, training, safety and other legal obligations;
- to protect systems, investigate incidents, maintain audit records and prevent misuse;
- to comply with laws, regulators, court orders and contractual obligations; and
- to send relevant service information or direct marketing where permitted, with an opportunity to opt out.

We process information where it is necessary for a contract, required or authorised by law, protects a legitimate interest, or is supported by valid consent where consent is required.

4. Sharing and operators

We may share information with employees and service providers who need it to perform their work, including hosting, infrastructure, professional, payment, communication and security providers. We may also disclose information where required by law, legal process or a regulator, or where necessary to establish, exercise or defend a legal right.

Employees and service providers with access to personal information are subject to confidentiality and appropriate data-protection obligations. We do not sell personal information.

5. International processing

Some services or client-authorised hosting and support arrangements may involve processing outside South Africa, including in the United States of America. This may include business contact information and information in a client's medical software database. Where section 72 of POPIA applies, we use an appropriate legal basis and safeguards intended to provide an adequate level of protection.

6. Security and retention

We use reasonable technical and organisational safeguards appropriate to the information and risk. These include encryption where appropriate, firewalls, anti-virus and anti-malware controls, access restrictions, confidentiality measures and physical security for offices and paper records.

Information is retained only while needed for the purpose for which it was collected, a related legitimate business purpose, a client instruction, or a legal or contractual retention requirement. When retention is no longer justified, information is deleted, destroyed or de-identified in a reasonably secure manner.

If a security compromise affects personal information, we will investigate and make notifications required by POPIA.

7. The website

The WAMTech Systems website does not currently provide a contact form, behavioural advertising or analytics cookies. An enquiry is made by email or telephone. The site and its hosting infrastructure may process ordinary technical logs, including IP address, request time, requested page and browser information, for delivery, reliability and security. The site also loads font files from Google, which may receive ordinary connection information when those files are requested.

If the website later introduces analytics, forms or non-essential cookies, this notice and any consent controls should be updated before those features are enabled.

8. Children

Our business website and commercial services are not directed at children. Where a client system processes information about children, the client determines the lawful purpose and WAMTech Systems processes that information under the client's instructions and applicable safeguards. Where WAMTech Systems itself requires consent to process a child's personal information, consent must come from a competent person.

9. Your rights

Subject to POPIA and other applicable law, a data subject may ask whether we hold personal information about them; request access; ask for inaccurate, irrelevant, excessive, out-of-date, incomplete, misleading or unlawfully obtained information to be corrected or deleted; object to certain processing; withdraw consent where processing relies on consent; or complain about the way information is processed.

Requests should be sent to the Information Officer. We may require proof of identity and enough information to locate the relevant record.

10. Complaints and official resources

Please raise a concern with the Information Officer first so that it can be investigated. A complaint about interference with personal information may also be lodged with the Information Regulator using the prescribed complaint process.

Resource	Current official details
Information Regulator	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
General enquiries	enquiries@inforegulator.org.za 010 023 5200 0800 017 160
POPIA complaints	POPIAComplaints@inforegulator.org.za
POPIA forms	inforegulator.org.za/popia-forms/

11. Changes to this notice

This notice may be updated when our processing, services or legal obligations change. The revision date on the cover identifies the current published version.