

Privacy Policy

Effective date: 2 October 2026

This policy explains how Delivery Ka Speedy (Pty) Ltd, trading as Delivery Ka Speed (“DKS”), processes personal information in connection with its website, courier and logistics services, collection points, customer support, recruitment/driver applications and business operations.

POPIA NOTICE

DKS processes personal information only for lawful and legitimate purposes connected to its services and operations. Some DKS forms may collect identity, location, driver, background or other sensitive information. DKS should collect only information that is reasonably necessary for the stated purpose and apply appropriate access, security and retention controls.

1. Responsible party

Delivery Ka Speedy (Pty) Ltd (registration number 2021/672381/07), trading as Delivery Ka Speed, is the responsible party where it determines why and how personal information is processed. DKS is registered in the Republic of South Africa.

2. Who this policy applies to

This policy applies to customers, senders, recipients, website users, prospective customers, business contacts, collection-point users, job applicants, driver or contractor applicants, drivers and contractors, and other individuals whose personal information DKS processes in connection with its services or operations.

3. Personal information we may collect

- Names, identity details and business information where reasonably required for an account, service, recruitment, compliance or security purpose.
- Telephone numbers, email addresses and other contact details.
- Collection, delivery, billing, registered or business addresses.
- Shipment information, booking references, parcel descriptions, value declarations and service instructions.
- Payment and transaction information such as payment amount, status and reference. Card credentials entered on a payment provider’s hosted environment are processed by that provider under its own security controls.
- Proof-of-delivery information, which may include names, signatures, photographs, scans, one-time pins, timestamps and location records where appropriate and lawful.
- Customer-support communications, complaints, enquiries, call or message records and feedback.
- Website and device data such as IP address, browser/device information, cookies, session data and security logs where collected.
- For driver, contractor or employment applications: identity and contact details, date of birth, driver’s licence/PDP information, vehicle details, qualifications, work history, screening or

background information, and other information reasonably necessary to assess suitability and compliance.

- Special personal information, including criminal-behaviour information, only where the processing is lawful, reasonably necessary for a legitimate purpose and subject to any required authorisation, consent or legal condition.

4. Why we process personal information

- To provide quotes, create and administer bookings, collect, route, track and deliver shipments.
- To communicate with customers, senders and recipients about collections, deliveries, payment, tracking, exceptions and returns.
- To process payments, refunds, billing, reconciliation, account administration and fraud prevention.
- To investigate complaints, delivery exceptions, loss or damage claims, fraud, theft, security incidents or misuse.
- To onboard, assess and manage business customers, drivers, contractors, applicants, collection points and service providers.
- To comply with legal, regulatory, tax, accounting, insurance, security, audit and record-keeping obligations.
- To improve services, systems, routes and customer support using information in a lawful and proportionate manner.
- To conduct direct marketing only where DKS has a lawful basis and to manage consent and opt-outs.

Depending on the context, DKS may process information because it is necessary to perform a contract, comply with law, pursue a legitimate interest that does not unjustifiably prejudice the individual, protect a legitimate interest of the individual, or because valid consent has been obtained where required.

5. Information about another person

Courier services often require a customer or sender to provide a recipient's information. A person who provides another individual's information to DKS should have a legitimate shipment purpose and should not provide more information than reasonably necessary. DKS may contact the recipient directly to perform the delivery, verify instructions, manage an exception or protect the shipment.

6. How we obtain information

DKS may obtain information directly from the individual, from the customer booking a shipment, a sender or recipient, business customers, DKS points, drivers and contractors, payment or logistics providers, fraud/security services, recruitment channels, public records where lawful, and the DKS website or support channels.

7. Sharing and operators

DKS may share personal information only where reasonably necessary and lawful, including with drivers, subcontractors, collection-point operators, approved third-party logistics providers, payment processors, technology/cloud providers, insurers, professional advisers and competent authorities.

Where a service provider processes personal information on DKS's behalf as an operator, DKS will use appropriate contractual and organisational measures required by POPIA, including obligations relating to confidentiality, security safeguards and incident notification.

DKS does not sell personal information to advertisers.

8. Payment information

Online payments may be processed by third-party payment providers such as PayFast. Those providers may process payment information under their own terms and privacy practices. DKS receives only the transaction and reconciliation information reasonably required to confirm, administer, investigate or refund the payment.

9. Security safeguards

DKS takes appropriate and reasonable technical and organisational measures designed to protect personal information against loss, damage, unauthorised destruction, unlawful access or unlawful processing. Measures may include access controls, authentication, device and account controls, staff confidentiality obligations, secure service-provider arrangements, logging, backups, risk assessment and appropriate physical security.

Security is risk-based and is reviewed as systems, threats and operations change. No system can be guaranteed completely secure, and users must also protect passwords, one-time pins and sensitive account information.

10. Security compromises

Where DKS has reasonable grounds to believe personal information has been accessed or acquired by an unauthorised person, DKS will investigate and take containment and remediation steps and will notify the Information Regulator and affected data subjects as required by POPIA, subject to any lawful delay or direction.

11. Cross-border processing

Some cloud, technology, payment or logistics providers may process or store information outside South Africa. DKS will take reasonable steps to ensure that cross-border transfers are made only where permitted by POPIA, including through appropriate legal protection, contractual safeguards, consent where applicable, or another lawful transfer condition.

12. Cookies and website technologies

The DKS website may use essential, functional, analytics, security and similar technologies. Where consent is legally required for a non-essential technology, DKS will obtain or manage that consent through the available website mechanism. Users can also manage cookies through browser settings, although disabling essential functionality may affect the service.

13. Direct marketing

DKS will conduct electronic direct marketing in accordance with POPIA and other applicable law. Where prior consent is required, DKS will seek it in the prescribed manner. Where marketing is permitted in an existing customer relationship, it will be limited to qualifying related offerings and will

include a reasonable opt-out. Opting out of marketing does not prevent necessary operational messages about an active booking or account.

14. Retention

DKS retains personal information only for as long as reasonably necessary for the purpose for which it was collected, to perform contracts, investigate claims or disputes, maintain transaction and proof-of-delivery records, meet tax/accounting/insurance or other legal obligations, or establish, exercise or defend legal rights. When information is no longer required, DKS will delete, destroy, de-identify or securely archive it where appropriate and lawful.

Different record types may have different retention periods. Transaction records may be retained for at least 5 years where required for legal, tax, accounting or dispute purposes.

15. Your rights

Subject to POPIA and other applicable law, an individual may request confirmation of whether DKS holds personal information about them, request access, ask for correction or deletion of inaccurate or unlawfully held information, object to certain processing, request restriction where applicable, or withdraw consent where processing is based on consent. DKS may require reasonable identity verification before acting on a request.

Some information cannot be deleted immediately where DKS has a legal obligation or another lawful basis to retain it, or where it is required for an unresolved transaction, claim, fraud investigation or legal proceeding.

16. Children

DKS services are not designed to collect unnecessary personal information from children. Where a delivery legitimately involves a child or DKS must process personal information of a child, DKS will do so only where permitted by POPIA and will limit the information to what is reasonably necessary for the lawful purpose.

17. Information Officer and complaints

Privacy and POPIA requests may be sent to support@deliverykaspeed.com with the subject “POPIA / Privacy Request”. The request will be routed to the duly authorised Information Officer or responsible privacy contact of Delivery Ka Speedy (Pty) Ltd.

An individual who believes DKS has interfered with their privacy rights may also lodge a complaint with the Information Regulator (South Africa). Current Regulator contact information is available at www.inforegulator.org.za.

18. Changes to this policy

DKS may update this Privacy Policy to reflect changes in services, technology, law or business practices. The current version will be published on the DKS website with its effective or last-updated date.

19. Contact details

Delivery Ka Speedy (Pty) Ltd trading as Delivery Ka Speed (DKS)

Company registration number: 2021/672381/07

Registered office / address for legal service: 341 Jan Smuts Avenue, Hyde Park, Sandton, 2196, South Africa

Customer support / operational contact address: Building 4, Clearwater Office Park, 1 Millennium Boulevard, Strubensvallei, Roodepoort, 1735, South Africa

Email: support@deliverykaspeed.com

Telephone: +27 68 944 2018

Website: www.deliverykaspeed.com

Privacy / POPIA requests: use the support email above and mark the subject "POPIA / Privacy Request".