Privacy Notice

StraTech Group

Last Revised Date: November 2026

We are committed to protecting personal information in accordance with the Protection of Personal Information Act 4 of 2013 (“POPIA”) and other applicable laws.

For enquiries about personal information for which StraTech is the responsible party, contact our Information Officer using the details in section 11.

Business address: 1st Floor, Block F, Capital Place, Neutron Road, Techno Park, Stellenbosch, 7600, South Africa.

2. When this notice applies

This notice explains how we process personal information relating to our website visitors, business customers and their representatives, prospective customers, service providers, job applicants and individuals who contact us.

Our payment and technology services may also process information about a merchant’s customers or payment users. In those circumstances, StraTech may act as an operator for processing information on a merchant’s instructions. The relevant merchant or other responsible party determines why that information is processed and is generally responsible for its own customer privacy notice. This notice describes StraTech’s activities in its own capacity and provides general information about processing undertaken to deliver its services.

3. Personal information we collect

Depending on your interaction with us and the service involved, personal information may include:

- Identity and contact details, such as names, business roles, email addresses, telephone numbers and business addresses.
- Business onboarding and account information, such as organisation details, authorised representatives, contractual records and information required for due diligence.
- Service and transaction information, such as transaction identifiers, references, payment status, customer identifiers, and payment-related information needed to facilitate, verify, secure or reconcile transactions.
- Technical and security information, such as IP addresses, device and browser information, access logs, account identifiers, activity records and security events.
- Communications and support information supplied through forms, email, meetings, customer service requests or other correspondence.
- Recruitment or supplier information where you apply for a position or seek to do business with us.

4. How we obtain information

We obtain information directly from you when you contact us, use our website, complete forms or interact with our services. We may also receive information from our business customers, authorised integrations, payment partners, service providers and other sources where lawful and relevant to the services or relationship.

We collect certain technical information automatically when our websites, applications and systems are accessed.

5. Why we use personal information

We process personal information only where we have an appropriate justification under POPIA, including when necessary to perform a contract, comply with legal obligations, protect a legitimate interest recognised by law or where consent is required or otherwise appropriate. We use information to:

- Provide, operate, maintain and improve our business technology and payment services.
- Onboard and manage customers, merchants, suppliers and other business relationships.
- Authenticate users, manage access, support transaction processing and reconciliation, and respond to enquiries or support requests.

- Detect and investigate fraud, misuse, security threats, service failures and other incidents.
- Maintain business records, conduct audits, comply with financial, tax, regulatory or other legal obligations, and exercise or defend legal rights.
- Send service communications and, where permitted by law, relevant business communications or marketing.

6. Is providing information mandatory?

Some information is optional, such as details provided in a general enquiry. Other information may be required by contract, operational need or applicable law, including information necessary to establish a business relationship, verify a transaction or comply with regulatory requirements. If you do not provide required information, we may be unable to respond to an enquiry, enter into a contract or deliver part of a service. Where a particular law requires collection, we will explain this when relevant.

7. Who we share information with

Where necessary for the purposes described above, we may disclose relevant information to:

- Our business customers and authorized users provide the services they have requested.
- Professional advisers, auditors, insurers, and other organizations supporting our business or compliance obligations.
- Regulators, courts, law enforcement agencies and other parties where required or permitted by law.

We limit disclosures to what is reasonably necessary and apply suitable contractual, confidentiality and security arrangements where appropriate.

8. Information security and retention

We apply organizational and technical safeguards designed to protect personal information against loss, unauthorised access, disclosure, or misuse. Depending on the information and service, these may include access restrictions, encryption, monitoring, security reviews, and supplier controls. No digital system can be guaranteed to be completely secure.

We retain personal information only for as long as reasonably required for the relevant purpose or as permitted or required by applicable law, contract, audit, dispute resolution or legitimate recordkeeping needs. We then securely delete, de-identify, or otherwise dispose of it in line with our retention requirements.

9. Cookies and online technologies

Our website and online services may use cookies and similar technologies for essential functionality, security, performance and, where implemented, analytics. Technical logs may record browser, device, IP address, page requests and related usage information. You may be able to manage cookies through your browser or any controls made available on the relevant site. Disabling certain cookies may affect functionality.

We will provide additional choices or information where required for particular tracking technologies.

10. Your rights

- Access, update, or delete your data.
- Withdraw consent at any time.
- Object to certain processing activities.
- Lodge complaints with relevant authorities.

11. Contact us

Information Officer (privacy enquiries)
Email: info@stratech.co.za (please mark your message “Attention: Information Officer”)
Telephone: 021 023 0170
Address: 1st Floor, Block F, Capital Place, Neutron Road, Techno Park, Stellenbosch, 7600, South Africa
Website: https://www.stratech.co.za/