

# BEE123 Privacy Policy



January 2026 | Version 1.0

*We respect your privacy. Callouts like this are a summary of our privacy policy and contain the most important and relevant points for you. Please read the full privacy policy because it applies to you.*

## Introduction

Welcome to our privacy policy. We are BEE123 Proprietary Limited (Registration number [2016/150254/07]), and this is our plan of action when it comes to protecting your privacy. We respect your privacy and take the protection of personal information very seriously. This policy describes how we collect, store, use, and protect information that can be associated with you or another specific natural or juristic person and can be used to identify you or that person (**personal information**).

*The purpose of this policy is to describe the way that we handle your personal information.*

## Audience

This policy applies to you if you are:

- a visitor to our website;
- a user of our software;
- our supplier;
- one of our employees or contractors;
- one of our customer's employees or suppliers; or
- a customer who has ordered or requested the software that we provide.

## 1. What is personal information?

Personal information includes:

- certain information that we collect automatically when you visit our website;
- certain information collected on registration (see below);
- certain information collected on submission; and
- optional information that you provide to us voluntarily (see below);

but excludes:

- information that has been made anonymous so that it does not identify a specific person;
- permanently de-identified information that does not relate or cannot be traced back to you specifically;
- non-personal statistical information collected and compiled by us.

*Personal information includes information we collect (i) automatically when you visit our website, (ii) on registration, (iii) on submission, and (iv) from you voluntarily. It excludes (i) anonymous, (ii) de-identified, (iii) non-personal statistical, and (iv) public information.*

## 2. Common examples

Common examples of the types of personal information which we may collect, and process include your:

- **identifying information** – such as your name, date of birth, or identification number of any kind;
- **contact information** – such as your phone number or email address;
- **address information** – such as your physical or postal address;
- **technical information** – such as your IP address or usage;
- **demographic information** – such as your gender, race, nationality, or disability status; or
- **employment and organisational information** - such as employer name, employee code, employee status, job title, or occupational level.

## 3. Sensitive personal information

For the purpose of providing our software solution, we may also collect sensitive personal information including your:

- **financial information** – such as your bank account details;
- **sensitive demographic information** – such as your race or ethnicity; or
- **employment information** – including your occupational level, employee code, membership of a trade union, salary data.

## 4. Acceptance

### **Acceptance required**

You must accept all the terms of this policy when you visit our website or use our software. If you do not agree with anything in this policy, then you may not use our software solutions or services.

*You may not order use our software solutions or services if you do not accept this policy.*

### **Legal capacity**

You may not access our website or make use of our software if you are younger than 18 years old or do not have legal capacity to conclude legally binding contracts.

### **Deemed acceptance**

By accepting this policy, you are deemed to have read, understood, accepted, and agreed to be bound by all of its terms.

### **Your obligations**

You may only send us your own personal information or the information of another data subject where you have their permission to do so.

## 5. How do we collect personal information?

### **On submission of an enquiry or registration**

When you submit an enquiry or if you register on our website, you will no longer be anonymous to us.

This personal information may include:

- your name and surname;
- your email address;
- your telephone number;
- your company name, company registration number, and VAT number;
- your postal address or street address; and
- your username and password.

We will use this personal information to fulfil your account, provide additional services and information to you as we reasonably think appropriate, and for any other purposes set out in this policy.

*We collect certain information when you enquire or register on our website.*

## On order or request

When you request a proposal or order our software from us, you will be asked to provide us with additional information on a voluntary basis.

## Events

You will provide us with personal information when you attend an event that we host.

## From your browser or device

When you access our website or use our software, we automatically collect limited technical and usage information. This includes your Internet Protocol address (IP address), the date and time of access, the pages or system endpoints you access, the referring URL, basic browser and operating system information (usage information), and technical information such as error, performance, and security logs. We also use technical session identifiers and essential cookies to enable the website and software to function properly. Please note that other websites visited before entering our website might place personal information within your URL during a visit to it, and we have no control over such websites. Accordingly, a subsequent website that collects URL information may log some personal information.

*We collect certain information from your web browser, including your Internet usage information when you visit our website.*

## Cookies

For information on how we deal with cookies, please refer to our [Cookies Policy](#).

## Web beacons

Our website may contain electronic image requests (called a **single-pixel gif** or **web beacon** request) that allow us to count page views and to access cookies. Any electronic image viewed as part of a web page (including an ad banner) can act as a web beacon. Our web beacons do not collect, gather, monitor or share any of your personal information. We merely use them to compile anonymous information about our website.

*We collect certain information from web beacons on our website to compile anonymous information about our website.*

## Optional details

You may also provide additional information to us on a voluntary basis (**optional information**). This includes content or products that you decide to upload or download from our website or when you enter competitions, take advantage of promotions, respond to surveys, order certain additional goods or services, or otherwise use the optional features and functionality of our website.

## 6. Who are our data subjects?

We process the personal information of the following categories of people:

- customers or organisations,
- customer's employees and contractors;
- prospects or leads,
- employees,
- contractors, vendors, or suppliers,
- dealers,
- directors and shareholders,
- suppliers, and
- beneficiaries.

## 7. Purpose for processing

We may use or process any personal information, or optional information that you provide to us for the purposes that you indicated when you agreed to provide it to us. In some cases, we process personal information on behalf of our customers. Where we do this, the customer is responsible for deciding why and how the personal information is processed, and we act only on their instructions. In other cases, we process personal information for our own business purposes and act as the responsible party. Processing includes gathering your personal information, disclosing it, and combining it with other personal information. We generally collect and process your personal information for various purposes, including:

- **services and software provision purposes** – such as:
  - collecting orders or requests for our software and services,
  - managing our contracts with various data subjects,
  - processing customer requests or complaints,
  - keeping our data subject records and information up to date,
  - better understanding our data subject's needs, and
  - providing support to our customers.
- **marketing purposes** – such as:
  - marketing to customers,
  - marketing to prospects, and
  - hosting events and conferences.
- **business purposes** – such as:
  - managing employees in general,
  - internal audit,
  - accounting,
  - business planning and due diligence, and joint ventures, disposals of business, or other proposed and actual transactions,
  - understanding trends, improving our software and services, and
  - research and analytics.

- **legal purposes** – such as:
  - handling claims and enforcing debts, and
  - complying with regulations or pursuing good governance.

We may use your usage information for the purposes described above and to:

- remember your information so that you will not have to re-enter it during your visit or the next time you access the website;
- monitor website usage metrics such as total number of visitors and pages accessed; and
- track your entries, submissions, and status in any promotions or other activities in connection with your usage of the website.

*We may use any of your personal information that you provide to us for the purposes that you indicated when you agreed to provide it to us.*

### **Consent to collection**

We will obtain your consent to collect personal information:

- in accordance with applicable law;
- when you provide us with any registration information or optional information.

## **8. Use**

### **Our obligations**

We may use your personal information to fulfil our obligations to you.

### **Messages and updates**

We may send administrative messages and email updates to you. In some cases, we may also send you primarily promotional messages. You can choose to opt-out of promotional messages. We may use your personal information to send you information about our services, updates, or events where this is permitted by law. You can opt out of marketing communications at any time.

*We may use your information to send you administrative messages and email updates to you regarding the website and for marketing purposes where lawful.*

## **9. Reasons we share personal information**

### **Sharing**

We may share your personal information with:

- other divisions or companies within the group of companies to which we belong so as to provide joint content and services like registration, for transactions and customer support, to help detect and prevent potentially illegal acts and violations of our policies, and to guide decisions about our products, services, and communications (they will only use this information to send you marketing communications if you have requested their goods or services);
- an affiliate, in which case we will seek to require the affiliates to honour this privacy policy;
- our goods or services providers under contract who help provide certain goods or services or help with parts of our business operations, including fraud prevention, bill collection, marketing, technology services (our contracts dictate that these goods or services providers only use your information in connection with the goods or services they supply or services they perform for us and not for their own benefit);
- credit bureaus to report account information, as permitted by law;
- third parties when required by law; and
- other third parties who provide us with relevant services where appropriate.

We will only share your information to fulfil our obligation to you. Your information will only be shared with the same privacy standards.

*We may share your personal information with third parties for the purposes of fulfilling our obligations to you among other purposes.*

## Regulators

We may disclose your personal information as required by law or governmental audit.

## Law enforcement

We may disclose personal information if required:

- by a subpoena or court order;
- to comply with any law;
- to protect the safety of any individual or the general public; and
- to prevent violation of our customer relationship terms.

*We may disclose personal information to third parties if required for legal reasons.*

## No selling

We will not sell personal information. No personal information will be disclosed to anyone except as provided in this privacy policy.

## **Marketing purposes**

We may disclose aggregate statistics (information about the customer population in general terms) about the personal information for research and product enhancement purposes.

## **Employees**

We may need to disclose personal information to our employees that require the personal information to do their jobs. These include our responsible management, human resources, accounting, audit, compliance, information technology, or other personnel. Our employees are under obligations to process personal information lawfully, fairly, and transparently.

## **Change of ownership**

If we undergo a change in ownership, or a merger with, acquisition by, or sale of assets to, another entity, we may assign our rights to the personal information we process to a successor, purchaser, or separate entity. We will disclose the transfer on the website. If you are concerned about your personal information migrating to a new owner, you may request us to delete your personal information.

## **10. Security**

We balance security with the convenience of you transacting with us.

### **Our security responsibilities**

We take the security of personal information very seriously and always do our best to comply with applicable data protection laws by maintaining reasonable and appropriate measures to protect personal information from loss, misuse, and unauthorised access, disclosure, alteration, and destruction.

We make sure our website is hosted in a secure server environment that uses a firewall and other advanced security measures to prevent interference or access from outside intruders. We authorise access to personal information only for those employees who require it to fulfil their job responsibilities. We implement disaster recover procedures where appropriate.

### **Our security disclaimers**

Please note the following:

The third parties whose systems we link to are responsible for the security of information while it is collected by, stored on, or passing through the systems under their control.

We will use all reasonable endeavours to ensure that our website and your information is not compromised. However, we cannot guarantee that no harmful code will enter our website (for example viruses, bugs, trojan horses, spyware or adware). If we experience a security breach that affects your personal information, we will notify you and the Information Regulator where required by law. You should be aware of the risks associated with using websites.

If you experience a problem or loss that is caused by information you provided to us, your computer being compromised in some way or by something beyond our control, we cannot take responsibility for causing the problem. We will, however, do our best to help you if we can.

### **Phishing**

You must only log in to your account from a page that begins with <https://app.bee123.co.za/portal/login>

*Our website is hosted on a secure server and uses security measures to prevent interference by intruders.*

## **11. Accurate and current**

We strive to keep the personal information we collect as accurate, current, complete, confidential and reliable for the purposes defined in this policy. From time to time, we may request that you update your personal information on the website. You can review or update any personal information we hold on you by accessing your account online, emailing us, or phoning us. Please note that to protect you better and safeguard your personal information, we verify your identity before granting you access to your account or making any corrections to your personal information.

*Please keep your personal information accurate and up to date by accessing your account online, emailing us, or by phoning us.*

## **12. Retention**

We will only retain your personal information for as long as it is necessary to fulfil the purposes explicitly set out in this policy, unless:

- retention of the record is required or authorised by law; or
- you have consented to the retention of the record.

During the period of retention, we will continue to abide by our non-disclosure obligations and will not share or sell your personal information.

We may retain your personal information in physical or electronic records at our discretion.

*We will only retain your personal information for as long as is necessary.*

## 13. Transfer to another country

We generally process and store personal information in South Africa. Our data centres are located in South Africa, and we do not intentionally transfer personal information outside of South Africa. In limited cases, personal information may be accessed or transmitted outside of South Africa when a customer or authorised user accesses the software from another country. In these cases, the transfer occurs as a result of the customer's access and not because we host or process data outside of South Africa. If we do transfer to another country in future, we will only do so where the transfer is necessary to provide our services or support our operations, and where the recipient country is subject to laws, binding corporate rules, or binding agreements that provide an adequate level of protection for personal information, as required under POPIA.

## 14. Your rights

### **Request what information we hold on you**

You may request access to your personal information to receive a copy of the personal information that we hold on you.

### **Updating or removing**

You may choose to correct or update the personal information you have submitted to us, by clicking the relevant menu in any of the pages on our website or contacting us by phone or email.

### **Withdrawal of consent or objection to processing**

You may withdraw your consent where we are relying on consent as a lawful justification to process. You may also object to our processing where we are relying on another lawful justification for processing. Please note that if you do so, we might not be able to provide services to you.

We may need to request additional information from you to verify your identity for you to access these rights. This is to ensure that your personal information is not disclosed to an unauthorized person.

*You may choose to update or remove the personal information you have submitted to us.*

## 15. Changes

We may change the terms of this policy at any time by updating this web page. We will notify you of any changes by placing a notice in a prominent place on the website or by sending you an email detailing the changes that we have made and indicating the date that they were last updated. If you do not agree with the changes, then you must stop using the website and our software and services. If you continue to use the website or

our software or services following notification of a change to the terms, the changed terms will apply to you, and you will be deemed to have accepted those updated terms.

## 16. Limitation

We are not responsible for, give no warranties, nor make any representations in respect of the privacy policies or practices of linked or any third-party websites.

## 17. Enquiries

If you have any questions or concerns arising from this privacy policy or the way in which we handle personal information, please contact us.

Our Information Officer and Deputy Information Officers are responsible for overseeing how we protect personal information and for handling data subject requests. You can contact the Information Officer or Deputy Information Officers using the details set out below.

- Information Officer: Jodi Joseph.
- Deputy Information Officers: Carol Peacock and Claudia Pather
- Contact Details: [info@bee123.co.za](mailto:info@bee123.co.za)

## 18. Updates

We will update this policy whenever we make material changes to it.

Revision No.	Revision Description	Prepared by	Approved by	Date
1	Document creation	Michalsons	Claudia Pather – Operations Manager	17 December 2025