SA TENDERS AI

Privacy Policy

How SA Tenders AI collects, uses, stores and protects your personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA).

EFFECTIVE	LAST REVISED	REGULATED BY
1 June 2025	23 November 2026	POPIA (SA)

1 Who We Are (Responsible Party)

SA Tenders AI (Pty) Ltd (registration number 2026/739367/07, Cnr Olievenhoutbosch Road and Jean Avenue, Doringkloof, Centurion, 0062), operated at **satendersai.co.za**, is the "Responsible Party" as defined under POPIA. We determine the purpose and means of processing your personal information on our platform.

Information Officer: Mr MM (Mahlatse) Phala, who oversees our data-protection obligations under POPIA. Queries may be directed to **privacy@satendersai.co.za**. Our **PAIA Manual** explains how to ask for a record we hold.

2 Information We Collect

2.1 Information you provide

- **Account:** your name and email address, and a password, which we store only as a one-way hash. If you sign in with Google, we receive your name and email address from Google instead of a password. A phone number only if you add one.
- **Organisation:** business name, CIPC registration number and plan.
- **Documents you upload for analysis:** tender documents and Bills of Quantities, and the results we produce from them.
- **Documents you keep in your vault:** for example company registration, tax, B-BBEE and CSD documents, bank letters, directors' identity documents, CVs and company profiles, and the details we read from them: names, identity and registration numbers, bank details, expiry dates, and your people, projects and equipment.
- **Communications and feedback:** support requests, and your answers when the app asks how useful a feature was.

2.2 Information collected automatically

- IP address, browser type, device and operating system.

- Pages visited and features used, how many AI pages you use each day, and error reports, to keep the platform secure, fair and working.
- How you first reached the site and the choice you made in “What do you need help with today?”, sent once when you register (see our **Cookie Policy**).

2.3 Special personal information

B-BBEE documents can show the race of a company’s owners, and identity documents identify people. We process race information only to check B-BBEE status for tenders, a measure that advances people disadvantaged by unfair discrimination, as section 29 of POPIA allows. Upload documents about other people only if you are authorised to share them for your organisation’s bids (see our **Acceptable Use Policy**). The Platform is for businesses and is not meant for anyone under 18.

2.4 Payment information

We do **not** collect, store or process card details. You pay on the secure page of **Stitch**, a South African payment gateway. We receive only the transaction reference and status (e.g. complete, failed) needed to activate or renew your plan. When you pay, we also record your agreement to our terms: the date and time, your IP address, the plan, the amount and the version of the terms.

3 How We Use Your Information

- To create and authenticate your account and organisation, and to confirm your email address.
- To run the features you ask for: compliance checks, tender matching, Full Tender Evaluation, document reading and Bill of Quantities pricing.
- To process payments through Stitch and manage your plan.
- To give temporary free access once per organisation and once per inbox. For this we keep a one-way fingerprint (hash) of your email address.
- To send service emails: email confirmation, password resets, a reminder before your free days end and a note when they have ended, and billing notices. We do not send marketing emails without your consent.
- To provide support, prevent fraud and abuse, keep daily AI limits fair, and comply with our legal obligations.
- To improve the platform using aggregated, de-identified usage data.

4 Legal Basis for Processing

Under POPIA we process personal information on the following grounds:

- **Contractual necessity**, to provide the services you have signed up for.

- **Legal obligation**, to comply with applicable South African law.
- **Legitimate interest**, for security, fraud prevention and product improvement.
- **Consent**, for optional communications such as marketing, which you may withdraw at any time.

5 Sharing & Third-Party Processors (Operators)

We do not sell your personal information. We share it only with operators who help us run the platform, under contract and only for the stated purpose:

- **Stitch**, payment processing.
- **Cloud hosting and storage providers**, which host the website, the application, its database and the files in your vault.
- **Email delivery provider**, which sends our account and service emails.
- **AI service provider**, which reads the documents you send for analysis (tender documents, Bills of Quantities, compliance documents, profiles and CVs) alongside our own document-reading software. It receives the document and our instructions, returns the analysis, and may not train its models on them. Under its commercial terms it deletes them within 30 days, unless it must keep something longer to investigate a breach of its usage policy.
- **Google**, only if you sign in with Google or connect Google Drive. With Drive we see only the files you choose.
- **Error-monitoring service**, which receives technical reports when something breaks.
- **Law enforcement / regulators**, where required by law, court order or a valid regulatory request.

The documents you upload are used only to produce your results. They are never shown to other organisations.

Transfers outside South Africa

Some of these operators, including our hosting, storage, email and AI providers, store or process information outside South Africa, for example in the United States. Each is bound by the data-protection terms of its agreement with us. These transfers are needed to provide the service you ask for, and by using the Platform you agree to them, as section 72 of POPIA allows.

6 Information About Other People

Tender notices and project announcements often name a contact person, with a work email or telephone number, so that suppliers can ask questions about that opportunity. We show these details as the buyer or developer published them, beside the opportunity they

belong to, so that you can respond to it. They are free to see on every plan: we never charge for contact details.

- We do not sell, rent or export contact lists, and we do not use these details for our own marketing.
- Users may use them only to respond to the opportunity they are listed with, never for unsolicited direct marketing (see section 69 of POPIA and our **Acceptable Use Policy**).
- If your details appear on the Platform and you want them corrected or removed, email **privacy@satendersai.co.za**.

7 Checks Without an Account

On the home page anyone can check documents without registering. Those documents are read to give the answer on screen and are not stored by us. They do pass through our AI service provider, which deletes them as described in section 5.

8 Data Retention

- **Account and organisation:** while your account is open. If you ask us to close it, we delete it as soon as reasonably practicable, except records the law requires us to keep.
- **Accounts whose email was never confirmed:** deleted after 7 days.
- **Vault documents on a paid plan:** kept while the plan runs, until you delete them. When a paid plan ends, the Free plan's rule below applies, so they are removed; the vault then lists what was removed. Download anything you need before your plan ends.
- **Vault documents on the Free plan:** removed 10 minutes after upload. Documents added during temporary free access are kept until you delete them.
- **Bill of Quantities pricing:** the files you upload and the priced workbooks are deleted after 7 days, and the job itself after 30 days.
- **Full Tender Evaluation:** the tender documents you upload and their evaluation are kept until you delete them.
- **Payment records**, including your recorded agreement: at least 5 years, to meet tax and financial record-keeping requirements.
- **How you reached us, daily usage counts and feedback answers:** kept with your account.
- **Support communications:** up to 3 years from last contact.

On expiry of the applicable period, data is securely deleted or de-identified.

9 Your Rights Under POPIA

- **Access**, request a copy of the personal information we hold about you.
- **Correction**, ask us to correct inaccurate or incomplete information.
- **Deletion**, request deletion where the information is no longer required lawfully.
- **Objection**, object to processing based on legitimate interest or direct marketing.
- **Withdraw consent**, at any time, without affecting prior lawful processing.
- **Complain**, lodge a complaint with the Information Regulator of South Africa.

To exercise any right, email **privacy@satendersai.co.za**. We respond within 30 days. Requests for records follow our **PAIA Manual**.

10 Data Security

- Every connection to the Platform is encrypted (HTTPS/TLS).
- Passwords are stored only as one-way hashes.
- Each organisation's data is kept apart: every request is limited to the signed-in user's own organisation.
- Sign-ins expire, and an idle session signs out automatically.
- Only our support staff can open the support console, and the changes they make there are logged.

In the event of a data breach that poses a risk to your rights, we will notify you and the Information Regulator as required by section 22 of POPIA.

11 Changes & Contact

We may update this policy from time to time; the "Last revised" date above reflects the latest version and material changes will be communicated on the platform. For any privacy question:

- Information Officer (Mr MM (Mahlatse) Phala): **privacy@satendersai.co.za**
- General support: **support@satendersai.co.za**
- Information Regulator of South Africa: **inforegulator.org.za**

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