



Privacy Policy

Version: 1.1

2026/02/09

1 INTRODUCTION

Exponential IT Solutions CC, registration number 1998/040919/23 ("We," "Us," or "Our"), is committed to protecting your privacy in accordance with the Protection of Personal Information Act No. 4 of 2013 (POPIA). This policy explains how we collect, use, and protect your personal information when you use the Exponuity SaaS platform.

2 PERSONAL INFORMATION WE COLLECT

We may collect the following categories of information:

- **Identifiers:** Name, ID number, or passport number.
- **Contact Details:** Email address, phone number, and physical address.
- **Technical Data:** IP address, device information, and browsing behaviour.
- **User-Supplied Content:** Any documentation, policies, or standards you upload or input into the Service.

3 ARTIFICIAL INTELLIGENCE (AI) AND DATA PROCESSING

Exponuity utilises third-party AI providers (including Google Gemini, OpenAI, and DeepSeek) to provide advanced analysis and document transformation features.

- **Privacy by Design:** By default, Exponuity is configured to process analysis requests without transmitting Personally Identifiable Information (PII) to these AI providers.
- **Elective Processing:** If you elect to use features that transform existing documents (e.g., policy-to-JSON conversion), you acknowledge that these documents may contain PII.
- **User Responsibility:** You are solely responsible for ensuring you have the necessary authority under POPIA to upload such data. We strongly recommend redacting sensitive information before final submission to an AI service.
- **Cross-Border Transfers:** These AI services are often hosted outside of South Africa. By using these elective features, you consent to the transfer of your data to these foreign jurisdictions, provided they offer a level of protection at least as high as POPIA.

4 PURPOSES FOR PROCESSING

We use your data to:

- Provide and improve Exponuity's functionality.
- Communicate with you regarding support and updates.
- Comply with legal and tax obligations.
- Ensure the security of our platform and detect fraudulent activity.

5 DATA SECURITY

In accordance with Section 19 of POPIA, we implement appropriate, reasonable technical and organizational measures to prevent loss of, damage to, or unauthorised destruction of personal information.

- We use industry-standard encryption for data in transit and at rest.
- We enter into written agreements with all third-party operators (including AI providers) to ensure they maintain equivalent security standards.

6 YOUR RIGHTS UNDER POPIA

You have the right to:

- **Access:** Request a copy of the personal information we hold about you.
- **Correction:** Request that we update or correct inaccurate data.
- **Deletion:** Request the destruction of your data (where we are not legally required to keep it).
- **Objection:** Object to the processing of your data for specific purposes.

7 CONTACT US

For any questions or to exercise your rights, please contact Our Information Officer:

Information Officer:	Michael Caldwell
Email:	privacy@exponential.co.za
Address:	4 Sagewood Close Kleinbron Park Brackenfell 7560 South Africa

If you are unsatisfied with our response, you have the right to lodge a complaint with the South African Information Regulator at <https://www.justice.gov.za/inforeg/>.