

SPANNR

Privacy Policy & POPIA Notice

Effective date: 2 October 2026 | Last updated: 2 October 2026

1. Responsible party

Spannr, a South African registered company, is responsible for personal information processed through the Spannr platform in accordance with the Protection of Personal Information Act (POPIA).

Spannr

56 View Avenue, Rothdene, Meyerton, Gauteng, 1961, South Africa

Telephone: 079 463 6372 | WhatsApp: 060 013 4040

Email: admin@spannr.co.za | Website: spannr.co.za

Company registration number: 2026/726642/07

2. Information we collect

- **Account information:** name, email address, telephone or WhatsApp number and login/account information.
- **Vehicle and parts search information:** vehicle make and model, year, engine or vehicle details, part requirements, search queries and information supplied when requesting assistance.
- **Supplier information:** business name, contact person's name, telephone number, email address, business address, registration information where applicable, parts/stock information and other information needed to operate a supplier profile.
- **Technical information:** information necessary to keep the platform secure and operational, such as login information, device information, error reports and usage information.

3. Why we process it

We process information to create and maintain user and supplier accounts; provide vehicle-parts search services; match users with relevant suppliers; communicate with users and suppliers; process subscriptions and payments; provide customer support; improve and maintain Spannr; monitor system performance and security; prevent fraud and misuse; and meet applicable legal and regulatory obligations.

4. Payment information

Where Spannr uses Payfast or another authorised payment provider, Spannr does not intend to store full debit or credit card numbers, card security codes or banking passwords. Payment information is processed by the relevant payment provider. Spannr receives the payment and subscription information reasonably required to manage the relevant transaction or subscription.

5. Service providers

Spannr may use trusted third-party service providers for technology and payment services, including Payfast, cloud hosting and database providers, authentication and security providers, and other technology providers required to operate Spannr. Spannr does not sell personal information. Personal information will not be shared for unrelated advertising purposes without an appropriate lawful basis.

6. Security

Spannr takes reasonable measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. Access to information is restricted according to the requirements of the service. Where passwords are used, they should be protected using appropriate security measures and should not be stored in readable form. Connections to Spannr may use encryption and other appropriate security measures.

7. Data retention

We retain personal information for as long as reasonably necessary for the purposes for which it was collected, including maintaining an active account and providing historical records. If you request deletion of your account or personal information, Spannrr will consider the request in accordance with applicable law. Certain information may need to be retained for legal, accounting, tax, security, fraud-prevention or dispute-resolution purposes.

8. Your rights

Subject to applicable law, you may have the right to:

- Ask what personal information we hold about you.
- Request correction of inaccurate information.
- Request deletion of personal information where legally permissible.
- Object to certain processing.
- Request information about how your personal information is being processed.
- Lodge a complaint with the Information Regulator of South Africa.

To exercise your rights or ask a privacy-related question, contact admin@spannr.co.za.

9. Changes to this notice

We may update this Privacy Policy from time to time. The effective date shown at the beginning of this notice indicates when the current version applies.

10. Contact

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