

Wiltex Direct POPIA Privacy Notice

Effective date: 28 July 2026

Wiltex Direct operates a South African towing, roadside recovery, freight, home relocation, office relocation, cargo and fleet marketplace. This notice explains how Wiltex collects, uses, shares and protects personal information in line with the Protection of Personal Information Act, 2013 (POPIA).

This notice supports our public website and mobile applications. It should be read with the Wiltex Privacy Policy and Terms of Service.

Responsible Party and Contacts

Responsible party: Wiltex Direct.

Official contact number: +27734398506.

Privacy and support requests: support@wiltex.direct.

Fleet partner onboarding and sales: sales@wiltex.direct.

Account deletion requests may also be sent through the app or website where available.

Personal Information We Process

For customers, Wiltex may process names, contact details, account records, pickup and drop-off addresses, pinned locations, trip details, inventory or vehicle information, payment references, support messages, chat records, ratings, signatures, proof-of-delivery records, and pre-tow or handover photos.

For fleet owners, towing operators and drivers, Wiltex may process account details, business details, compliance and KYC information, identity or licence information, PrDP or permit evidence where required, vehicle records, vehicle photos, insurance and on-hook liability records, bank or payout information, dispatch readiness, live location while online or assigned, trip activity, reviews and support records.

For all users, Wiltex may process device identifiers, authentication records, push notification tokens, analytics, error logs, security logs and operational audit records.

Why We Process Personal Information

Wiltex processes personal information to create accounts, calculate quotes, show nearby service providers, process payments, dispatch towing or transport operators, provide live trip tracking, enable customer-driver communication, manage proof of delivery, verify compliance, prevent fraud, support users, resolve disputes, maintain safety records, make payouts and comply with legal obligations.

Wiltex is a marketplace. Assigned towing operators, fleet owners or drivers are independent service providers responsible for handling the customer vehicle or load during service, subject to the Wiltex platform rules and applicable law.

POPIA Conditions and User Rights

Wiltex applies POPIA principles including accountability, processing limitation, purpose specification, further processing limitation, information quality, openness, security safeguards and data subject participation.

Users may ask what personal information Wiltex holds about them, request correction of inaccurate information, object to certain processing where the law allows, withdraw consent where processing is consent-based, request deletion where lawful, and complain to Wiltex or

the Information Regulator of South Africa.

Sharing and Operators

Wiltex shares personal information only where needed to operate the platform. This may include assigned drivers, towing operators, fleet owners, dispatch staff, support teams, payment providers, hosting providers, cloud storage providers, analytics and notification providers, map providers, compliance verification providers, auditors, insurers, legal advisers, regulators or law enforcement where required.

Trip details are shared with the selected provider so that the service can be performed.

Live driver location is shared for active dispatch, tracking, route visibility, audit and safety.

Smile ID Readiness

Wiltex is preparing for Smile ID or another identity verification provider. Once enabled, Wiltex may request identity documents, facial images, liveness checks, document verification data and verification results for fleet owner, driver, towing and compliance onboarding. When this feature goes live, Wiltex will use the information only for KYC, fraud prevention, compliance, safety and account integrity purposes, and will update operational notices where needed.

Security, Retention and Cross-Border Processing

Wiltex uses access controls, authentication, role-based permissions, audit logs, secure storage rules and operational controls to protect personal information. No platform can guarantee absolute security, but Wiltex takes reasonable technical and organisational measures to reduce risk.

Wiltex keeps records for as long as reasonably needed for service delivery, payment, tax, insurance, compliance, safety, fraud prevention, dispute resolution, audit and legal purposes. Some records may be retained after account deletion if the law or a legitimate operational reason requires retention.

Some technology providers may process information outside South Africa. Wiltex uses these providers to operate the platform and expects appropriate safeguards for cross-border processing.

Direct Marketing, Minors and Complaints

Wiltex may send operational messages related to accounts, bookings, trips, payments, compliance and support. Marketing messages will be handled in line with applicable consent and opt-out requirements.

Wiltex services are intended for adults and business users. Minors should not create accounts or submit personal information without lawful guardian involvement where required.

Privacy questions, access requests, correction requests and complaints can be sent to support@wiltex.direct. Users may also contact the Information Regulator of South Africa where they believe their rights have not been respected.