



## DIDx (Pty) Ltd PRIVACY POLICY

**Effective Date:** 23 February 2026

**Last Updated:** 20 February 2026

**Website:** [www.didx.co.za](http://www.didx.co.za)

### 1. INTRODUCTION

DIDx (Pty) Ltd (“DIDx”, “we”, “us” or “our”) recognises the constitutional right to privacy and is committed to processing personal information lawfully, fairly and transparently in accordance with:

- The Constitution of the Republic of South Africa
- The Protection of Personal Information Act 4 of 2013 (“POPIA”)
- The Promotion of Access to Information Act 2 of 2000 (“PAIA”)
- All applicable regulatory obligations

This Privacy Policy describes how DIDx collects, processes, stores, secures and discloses personal information when individuals:

- Visit or interact with [www.didx.co.za](http://www.didx.co.za)
  - Subscribe to our newsletter
  - Join a product waitlist
  - Engage with us in a business or professional capacity
- Communicate with us electronically or otherwise

This Policy forms part of DIDx’s broader information governance and compliance framework.

### 2. COMPANY DETAILS

Company Details	Registered Address
DIDx (Pty) Ltd Registration Number: 2019/162420/07 VAT Number: 4120288628 Tax Reference Number: 9176303254	Building A, Section 2 Cotillion Place, 22 Techno Drive Techno Park, Stellenbosch, 7600 Republic of South Africa

General Enquiries: [info@didx.co.za](mailto:info@didx.co.za)

### 3. INFORMATION OFFICER

In terms of section 55 of POPIA:

**Statutory Information Officer:**

Martin Grunewald  
Chief Executive Officer

**Designated Contact for Privacy and PAIA Matters:**

Willem Basson  
Chief Information Officer  
willem.basson@didx.co.za

### 4. OUR ROLE UNDER POPIA

Depending on the nature of the engagement, DIDx may act either as:

- a **Responsible Party**, where DIDx determines the purpose and means of processing personal information; or
- an **Operator**, where DIDx processes personal information strictly on behalf of a client in terms of a written agreement.

This Privacy Policy applies primarily to processing activities undertaken by DIDx as Responsible Party.

### 5. PERSONAL INFORMATION PROCESSED

DIDx processes only such personal information as is necessary for lawful and legitimate purposes.

#### 5.1 Website Interaction Data

When you access our website, we may process:

- IP address
- Browser type and version
- Device information
- Access timestamps
- Pages viewed and interaction data

## 5.2 Contact and Subscription Information

Where you voluntarily provide information, including through newsletter sign-up or waitlist registration, we may process:

- Name and surname
- Email address
- Organisation (if provided)
- Job title (if provided)
- Consent confirmation records

## 5.3 Commercial and Professional Engagement Data

Where you engage with DIDx as a client, partner or supplier, we may process:

- Authorised representative details
- Contractual records
- Billing and tax administration information
- Correspondence records

## 5.4 Recruitment Data (where applicable)

If employment applications are submitted, we may process:

- Curriculum vitae
- Qualifications and references
- Identity verification data required by law

DIDx does not intentionally collect special personal information via its website.

## 6. PURPOSES OF PROCESSING

Personal information is processed for:

- Responding to enquiries
- Managing subscriptions and waitlists
- Administering commercial relationships
- Maintaining system and network security
- Complying with statutory obligations
- Protecting legitimate business interests
- Improving website functionality

We do not process personal information for purposes unrelated to the original purpose of collection unless permitted by law.

## 7. LAWFUL BASIS FOR PROCESSING

Processing occurs on one or more of the following grounds:

- Consent
- Contractual necessity
- Legal obligation
- Legitimate interests
- Public law duty

## 8. DISCLOSURE OF PERSONAL INFORMATION

DIDx does not sell personal information. Personal information may be shared with:

- Hosting and cloud infrastructure providers
- Email and communication platforms
- Professional advisors
- Regulatory authorities where legally required

All service providers are subject to confidentiality and data protection obligations.

## 9. CROSS-BORDER TRANSFERS

Where data is hosted or processed outside South Africa, DIDx ensures compliance with section 72 of POPIA by implementing appropriate safeguards.

## 10. INFORMATION SECURITY

DIDx implements reasonable technical and organisational safeguards, including:

- Role-based access control
- Encryption (where appropriate)
- Secure infrastructure
- Audit logging
  
- Incident response protocols

Despite these safeguards, no system can guarantee absolute security.

## 11. RETENTION

Personal information is retained only for as long as necessary to fulfil lawful purposes, including statutory retention requirements. Thereafter, it is securely destroyed or de-identified.

## 12. DATA SUBJECT RIGHTS

Data subjects have the right to:

- Access personal information
- Request correction
- Request deletion
- Object to processing
- Withdraw consent
- Lodge a complaint with the Information Regulator

Requests must be submitted in accordance with the PAIA Manual.

## 13. COMPLAINTS

Information Regulator (South Africa)  
JD House, 27 Stiemens Street  
Braamfontein, Johannesburg

## 14. POLICY AMENDMENTS

This Policy may be amended from time to time. The latest version will be published on [www.didx.co.za](http://www.didx.co.za).