

PreMo Privacy Notice

How personal information is collected, used, protected and shared

Entity: PREMOBILITY TECHNOLOGIES (PTY) LTD

Company registration number: 2026/618181/07

Trading name: PreMo™

Version: 1.0

Status: Approved

Effective date: 17 September 2026

Website: <https://www.premobility.com>

Approval record

Approved by Paul Nghala, Chief Executive Officer, with effect from 17 September 2026.

PREMOBILITY TECHNOLOGIES (PTY) LTD, trading as PreMo™, is responsible for personal information processed through its website, mobility platform, support channels and business operations. This Notice explains what we process, why we process it, who may receive it, how long it may be kept and how data subjects may exercise their rights under the Protection of Personal Information Act 4 of 2013.

This Notice applies to website visitors, prospective and registered riders and drivers, business customers, service providers, applicants, complainants, correspondents and other people whose personal information PreMo processes. Additional just-in-time notices may apply to a particular service or safety interaction.

Company details

Field	Details
Responsible party	PREMOBILITY TECHNOLOGIES (PTY) LTD
Company registration number	2026/618181/07
Physical and postal address	262 Papenfus Drive, Witpoort, Gauteng, South Africa
Information Officer	Paul Nghala, Chief Executive Officer
Information Officer email	nghalapd@premobility.com
Information Officer registration reference	2026-067047
Information Officer registration date	17 September 2026
Telephone	082 423 2923
Document contact email	privacy@premobility.com
Website	https://www.premobility.com

Personal information we may process

Category	Examples
Identity and profile	Name, surname, date of birth, identity or registration details, profile photograph and account identifiers.
Contact details	Email address, mobile number, physical or postal address, province and communication preferences.

Category	Examples
Driver and vehicle compliance	Driving licence, professional driving permit, operating-licence information, vehicle and roadworthiness records, verification outcomes and platform eligibility status.
Journey and service information	Pickup and destination information, trip records, service interactions, timestamps, location-related information and journey references.
Safety and incident information	Incident reports, complaints, safety communications, evidence and records needed to manage, investigate or respond to safety events. Public notices do not disclose protected safety architecture.
Payment and commercial information	Billing details, transaction references, invoicing, settlement, account and tax information where applicable.
Technical information	IP address, device and browser data, log records, website activity, security signals and anti-abuse verification results.
Communications and preferences	Enquiries, complaints, attachments, correspondence, marketing choices and consent records.
Business and employment information	Supplier, partner, applicant and personnel records, including qualifications and employment-related information.

How we collect information

- Directly from a data subject through forms, applications, registrations, enquiries, complaints, service use and correspondence.
- Automatically when a person uses the website, app or platform, including technical, security and interaction records.
- From authorised representatives, business customers, drivers, riders, service providers, verification sources, regulators and public records where lawful.
- From safety, operational and mobility systems used to provide, secure and account for services, subject to applicable notice and legal requirements.

Purposes and lawful grounds

PreMo processes personal information only where a lawful justification under POPIA applies, including consent, performance of a contract, compliance with law, protection of a legitimate interest of the data subject, performance of a public-law duty where applicable, or pursuit of

PreMo or a third party legitimate interests where the data subject rights do not override those interests.

Purpose	Typical lawful basis
Provide and administer mobility, support and business services	Contract; legitimate interests; consent where required.
Verify identity, driver, vehicle and regulatory eligibility	Legal obligation; contract; legitimate interests.
Manage journeys, safety events, complaints and investigations	Contract; legal obligation; protection of legitimate interests; consent where required.
Prevent fraud, misuse and security incidents	Legal obligation; legitimate interests.
Process payments, invoices and financial records	Contract; legal obligation; legitimate interests.
Communicate service, regulatory and operational information	Contract; legal obligation; legitimate interests.
Send optional marketing communications	Consent or another lawful basis permitted by POPIA; recipients may opt out.
Improve services, quality, accessibility and performance	Legitimate interests, with appropriate safeguards and de-identification where practical.

Mandatory and voluntary information

Fields marked as required are needed to process the relevant request or provide the relevant service. If required information is not provided, PreMo may be unable to register an account, verify eligibility, process a complaint, respond to an enquiry or provide the requested service. Optional information is identified as such. Marketing consent is optional and is recorded separately from mandatory privacy acknowledgement.

Sharing and recipients

PreMo may share personal information only as reasonably necessary and lawful with categories of recipients such as contracted operators and service providers, professional advisers, payment and verification services, insurers, emergency or response services, business customers, regulators, law-enforcement bodies, courts and other authorities. Service providers must process information under appropriate contractual, confidentiality and security obligations.

PreMo does not sell personal information. Information is not disclosed publicly unless the data subject authorises publication or disclosure is otherwise lawful and appropriate.

Cross border processing

Some approved technology or cloud service providers may process or store information outside South Africa. Where this occurs, PreMo will apply section 72 of POPIA and use appropriate safeguards, including an adequate legal framework, a binding agreement that provides an adequate level of protection, data-subject consent where appropriate, or another permitted basis.

Retention and deletion

PreMo keeps personal information only for as long as needed for the purpose for which it was collected, to provide or defend services, to resolve complaints and safety matters, to comply with legal, tax, employment, regulatory and evidentiary requirements, or while a lawful dispute or investigation remains open. Information is then deleted, destroyed or de-identified in accordance with applicable retention controls, unless continued retention is authorised or required by law.

Information security and compromises

PreMo uses reasonable and appropriate organisational and technical safeguards designed to protect the confidentiality, integrity and availability of personal information. Measures are risk-based and may include controlled access, authentication, encryption, monitoring, logging, secure development, provider oversight, incident management, backup and recovery controls. No system can guarantee absolute security.

Where there are reasonable grounds to believe that personal information has been accessed or acquired by an unauthorised person, PreMo will investigate and provide notifications required by section 22 of POPIA, subject to any lawful delay or direction by an authority.

Direct marketing

PreMo will send electronic direct marketing only where permitted by section 69 of POPIA. A recipient may withdraw consent or opt out at any time using the method supplied in the communication or by contacting PreMo. Service, safety, account and regulatory communications are not marketing and may still be sent when necessary.

Children and special personal information

PreMo does not knowingly use the public website to solicit personal information from children without a lawful basis and, where required, the authorisation of a competent person or the Information Regulator. Special personal information is processed only where a POPIA authorisation applies and with safeguards appropriate to its sensitivity.

Automated processing

PreMo may use automated tools to support matching, risk detection, eligibility checks, service quality and operational decisions. Where section 71 of POPIA applies, PreMo will not make a decision that produces legal consequences or substantially affects a person solely on the basis of automated processing unless a permitted exception applies and appropriate measures allow the person to make representations.

Your rights

- Ask whether PreMo holds personal information about you and request access to it, subject to POPIA and PAIA.
- Request correction or deletion of inaccurate, irrelevant, excessive, outdated, incomplete, misleading or unlawfully obtained information.
- Object to processing on grounds permitted by POPIA.
- Withdraw consent where processing relies on consent. Withdrawal does not invalidate lawful processing already completed.
- Object to direct marketing and unsubscribe from optional communications.
- Lodge a complaint with the Information Regulator or pursue another remedy available in law.

Requests may be submitted through the Privacy / POPIA category on the Contact page at <https://www.premobility.com/#/contact> or to privacy@premobility.com. PreMo may request information reasonably necessary to verify identity and authority before acting on a request.

Information Regulator

Information Regulator South Africa, Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg. Telephone: 010 023 5200. General enquiries: enquiries@infoeregulator.org.za. POPIA complaints may be lodged using the Regulator prescribed process and forms available at <https://infoeregulator.org.za>.

Cookies and website technologies

The website uses essential security and delivery technologies and may interact with third-party services needed to display content or prevent automated abuse. Details are provided in the PreMo Cookie Notice. Optional analytics or advertising technologies will not be introduced without updating the Notice and implementing any consent controls required by law.

Changes to this Notice

PreMo may update this Notice to reflect changes in services, processing, law or regulatory guidance. The current version and effective date will be published on the website. Material changes will be communicated through an appropriate channel where required.