

# CYTOLUX

S E C U R I T Y

Reg: 2012/050246/07 | PSIRA: 2515162 | VAT: 4880283694  
PAYE: 7300795954 | Income Tax: 9189477186

Stand No 20229



Ntsima Village  
DIKGALE  
0721



087 808 6717  
076 852 0077



086 617 3504



admin@cytoluxsecurity.co.za

## CYTOLUX SECURITY (PTY) LTD

### Privacy Notice (in terms of POPIA)

**Effective Date:** 22 April 2025

Cytolux Security (Pty) Ltd (“Cytolux”, “we”, “our”, “us”) respects your privacy and is committed to protecting the personal information you share with us. This Privacy Notice explains how we collect, use, store, and protect your personal information in compliance with the **Protection of Personal Information Act, 2013 (POPIA)**.

#### 1. Who We Are

Cytolux Security is a private security services provider operating in South Africa. We process personal information of employees, clients, service providers, and other stakeholders in the course of delivering our services.

#### 2. What Personal Information We Collect

We may collect and process the following categories of personal information:

- Identification details (name, ID number, passport, driver’s licence)
- Contact details (telephone number, email, physical/postal address)
- Employment details (CVs, contracts, payroll information, disciplinary records)
- Client details (service agreements, billing information, site contact persons)
- Supplier/contractor details (contracts, banking details, correspondence)
- Security records (CCTV footage, access control logs, incident reports, visitor registers, vehicle details)

#### 3. How We Collect Personal Information

We collect personal information in the following ways:

- Directly from you when you engage our services, apply for employment, or contact us
- From security systems (CCTV, access logs, alarm systems)
- From publicly available sources or regulatory authorities where lawful
- From our clients or suppliers where necessary for service delivery

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## 4. Purpose of Processing Personal Information

We use personal information for the following purposes:

- To provide and manage security services
- To comply with legal and regulatory requirements (including PSIRA, SARS, UIF, etc.)
- For recruitment, employment, and HR administration
- For billing, payments, and contract management
- For health, safety, and access control at client sites
- To investigate incidents, prevent fraud, and ensure site safety
- To communicate with clients, suppliers, and employees

## 5. Sharing of Personal Information

We will not sell or share your personal information with third parties except where:

- It is required by law or regulation (e.g., PSIRA, SAPS, SARS)
- It is necessary for the performance of a contract
- It is required to protect life, property, or safety
- We engage service providers (such as IT or payroll providers) who process information on our behalf under strict confidentiality agreements

## 6. Security of Personal Information

We implement reasonable technical and organisational measures to protect personal information, including:

- Secure access controls and passwords
- Encryption and secure servers where appropriate
- Confidentiality agreements with staff and service providers
- CCTV and security protocols at premises

## 7. Retention of Personal Information

We retain personal information only for as long as is necessary to fulfil the purposes set out in this Notice, or as required by law. Once retention periods expire, information is securely destroyed or anonymised.



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## 8. Your Rights

Under POPIA, you have the right to:

- Request access to the personal information we hold about you
- Request correction or deletion of personal information
- Object to the processing of personal information (subject to legal grounds)
- Lodge a complaint with the **Information Regulator of South Africa**

### Information Regulator Contact Details:

- Website: [www.justice.gov.za/infoereg/](http://www.justice.gov.za/infoereg/)
- Tel: 010 023 5200
- Email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

## 9. How to Contact Us

If you have questions about this Privacy Notice or wish to exercise your rights, please contact our Information Officer:

- **Information Officer:** Onkarabile Mojapelo
- **Email:** [onkarabile@cytoluxsecurity.co.za](mailto:onkarabile@cytoluxsecurity.co.za)
- **Telephone:** +27 87 808 6717
- **Address:** PO Box 959, Sovenga, 0727

## 10. Updates to This Notice

We may update this Privacy Notice from time to time. Any changes will be published on our website or communicated through official company channels.

**Approved by:** Onkarabile Mojapelo

**Designation:** Information Officer

**Date:** 22 April 2025



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