



# Privacy Policy

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**Last Updated: March 10, 2026**

Mnikathi Logistic Solutions (Pty) Ltd ("the Company," "we," "us," or "our") is committed to protecting the privacy and personal information of our clients. This Privacy Policy describes our policies and procedures on the collection, use, and disclosure of your information when you use our services, website, or digital platforms (collectively, "the Service").

We aim to comply strictly with the **Protection of Personal Information Act, No. 4 of 2013 (POPIA)** of South Africa and other applicable global data protection standards.

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## 1. Information we Collect

To provide efficient furniture removals, vehicle transport, and logistics services, we collect information that can identify you ("Personal Information").

### a. Information you provide to us

- **Contact Information:** Name, email address, physical pickup/delivery addresses, and phone numbers.
- **Logistics & Cargo Data:** Inventory lists of household goods, dimensions, weight, photographs of items, and specific vehicle details (for towing services).
- **Identity Verification:** In certain commercial transactions, we may require company registration documents or ID copies to comply with South African transport regulations.

### b. Information collected via Technology

- **Usage Data:** Data about how you use our website, including your IP address, browser type, and the pages you visit.

## 2. How we use your personal information

We use the collected data for the following operational purposes:

- **Service Delivery:** To generate accurate quotes, schedule vehicle dispatch, and ensure the safe delivery of your goods.
- **Communication:** To provide status updates on your transit, respond to queries, and handle customer support.
- **Account Management:** To manage your registration as a user and maintain your service history.
- **Safety & Auditing:** To monitor for fraudulent activities and improve our internal safety protocols.

## 3. Sharing and Disclosure

We do not sell your personal information. We only share data with third parties in the following strictly controlled circumstances:

- **Business Partners:** With your consent, we may share information with partners such as insurance brokers to facilitate "Goods in Transit" insurance.
- **Legal Authorities:** We may disclose information if required by a South African court or regulatory body (e.g., CIPC or SARS).

## 4. Data Security

The security of your data is a priority. We implement administrative, technical, and physical safeguards:

- **Encryption:** Secure transmission of financial data.
- **Access Control:** Only employees and contractors directly involved in your service have access to your specific files.
- **Limitation:** While we strive for absolute security, no method of transmission over the internet is 100% secure; therefore, we cannot guarantee absolute security.

## 5. Your rights under POPIA

As a data subject in South Africa, you have the following rights:

- **Access:** You may request details of the personal information we hold about you.

- **Correction:** You may request that we update or correct inaccurate or misleading data.
- **Deletion:** You may request the destruction of your record, subject to our legal retention obligations.
- **Objection:** You may object to the processing of your data for direct marketing.
- **Complaints:** You have the right to lodge a complaint with the South African Information Regulator if you believe your rights have been infringed.

## 6. Children's Privacy

Our services are not directed at children under the age of 18. We do not knowingly collect personal information from children. If we become aware that we have inadvertently collected such data, we will delete it immediately.

## 7. Contact Us

For any questions regarding this Privacy Policy, your rights, or to update your information, please contact our Information Officer:

**Mnikathi Logistic Solutions (Pty) Ltd**

**Email:** [mnikathisiboniso@gmail.com](mailto:mnikathisiboniso@gmail.com)

**Phone:** +27 (0) 74 387 9761

**Address:** Amahlongwa D975, Umkomaas, KwaZulu-Natal, 4170

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