



Teqcle

Information Technologies (Pty) Ltd

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Privacy Policy for TerraSyt

Effective Date: 9 January 2026

Welcome to the **TerraSyt** Privacy Policy, provided by **Teqcle Information Technologies (Pty) Ltd**. This policy explains how we collect and use your data to streamline mining operations and how you can control your information. When we refer to our "**Services**," we mean the TerraSyt mobile application and the centralized web management platform. When you sign up, you agree to our Terms. We refer to all users of our services as "**Users**".

1. Control Over Your Information

We want you to be in control of your information. Depending on your organization's setup, you have the following tools:

- **Access and Update Information:** You can access and edit most of your basic account information within the Services.
- **Account Status:** If your account is deactivated, we perform a "soft delete" where the account is marked as deleted but historical data is retained for auditing purposes.
- **Object to Processing:** Depending on your jurisdiction and the data being processed, you may have the right to object to our processing of that information.

2. Information We Collect

We collect three main categories of information: what you provide, what is generated during use, and what we receive from your organization.

Information You Provide

- **Account Details:** To set up your account, we ask for your first and last name, email address, employee code, and trade.
- **Database Identifiers:** We store specific identifiers including your ID, email verification status, Crew ID, and Status ID.
- **Operational Content:** We collect content you share or save within our Services, such as photos of incidents or tasks (captured via camera or gallery) and uploaded documents.

Information Generated When You Use Our Services

- **Usage Information:** We collect information about how you interact with our services, such as which tasks you view or apply.

Directors

Donovan Daffue Shaun Donovan Rick Smith

- **Device Information:** We collect information about your hardware, operating system, and unique identifiers to ensure sync performance between your local Room database and the MariaDB web app.
- **Permissions:** With your permission, we access your device's camera, gallery, and document storage to facilitate reporting.

3. How We Use Information

We use the information we collect to provide you with streamlined and improved operational services.

- **Operate and Maintain:** We use your data to deliver, operate, and maintain the Services.
- **Enhance Safety and Security:** We use information to verify your identity, prevent fraud, and enhance the safety of the mine operations.
- **Support:** We use collected information to resolve technical issues when you ask for help.
- **Enforce Terms:** We use data to investigate, and report conduct that violates our Terms or the law.

4. How We Share Information

We share information within your organization to ensure operational transparency.

- **Management and Administrators:** System administrators and "bosses" have full visibility of all data captured to manage mine safety and efficiency.
- **Workforce Visibility:** Operational data (like incident reports) is shared with other users to ensure site-wide awareness.
- **Legal and Safety:** We may share information to comply with valid legal processes, governmental requests, or to protect the safety of our users or others.

5. Data Retention and Storage

- **Audit Retention:** Unlike social apps, TerraSyt is designed for long-term record-keeping. We keep information as long as required by law or for legitimate auditing and safety purposes.
- **Soft Delete:** When an account is marked as deleted, we retain historical data (incidents, tasks, and photos) to maintain the integrity of the mine's safety audit trail.
- **Hosting:** Data is hosted on private servers configured by us or on client-specified domains based on organizational requirements.

6. Regional Information (POPIA - South Africa)

In accordance with the **Protection of Personal Information Act (POPIA)**, we state our legal basis for processing your data for the purposes of employment fulfilment and Mine-safety. You have the right to access, correct, or object to the processing of your personal information.

7. Our Audience

Our Services are not directed to children under the age of 18. We do not knowingly collect information from individuals under the minimum age required for professional Mining operations.

8. Updates to the Privacy Policy

We may update our Privacy Policy from time to time. When we do, we will notify you by revising the date at the top of the policy or by providing an in-app notification.

9. Contact Us

If you have questions about this policy or wish to reach our data protection team, please contact us:

Email: info@teqcle.co.za

Phone: 012 665 2723