

PRIVACY NOTICE

African K9 Solutions (Pty) Ltd

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Document control

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Supersedes	Version 1.0 documents dated 1 September 2026 dealing with the same subject matter.

1. Who we are

African K9 Solutions (Pty) Ltd (African K9 Solutions / AK9) provides security, K9, training, tracking/telematics, firearm-related administration/training, verification/vetting and related services. AK9 is a responsible party where it determines why and how personal information is processed, and may also act as an operator for a client under a written mandate.

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Information Officer	Pieter Jacobus Andries Els
Deputy Information Officer	Thabiso Letshabo tembisa@africank9solutions.co.za 082 925 6231
Website	www.africank9solutions.co.za

2. Personal information we may collect

- Identity and contact information, including names, ID/passport details, addresses, email and telephone details.
- Business, employment, education, professional registration, training, learner and reference information.
- Payment and transaction information. AK9 does not intentionally retain full payment-card details where a payment provider processes the card transaction.
- Security, K9, site, incident, access-control and operational records.
- Vehicle, device, GPS/location, route, speed, event and dashcam/telematics information where the contracted service uses those functions.
- Firearm administration/training information, including competency/licence details, firearm details/serial numbers, storage/safe information, photographs and supporting documents where supplied for the service.
- Vetting/background-screening information, including criminal behaviour/result information, professional status, qualifications/employment/references, NRSO/NCPR process/result information and biometrics/fingerprints only where lawful and necessary.

- Website enquiries, communications, WhatsApp/email/SMS/telephone content, technical logs and cookies/analytics information where enabled.
- Limited employee health/safety information where required and lawfully processed. As an employer, AK9 applies the 2026 health-information regulations where they are applicable.
- Information about children only where a lawful service or incidental context requires it and additional safeguards apply.

3. Where information comes from

- Directly from the data subject, client, employee, learner, candidate or authorised representative.
- From a client/employer under a lawful written mandate.
- From public authorities, regulators, accredited/authorised providers, educational/professional bodies, employers/references and other lawful verification sources.
- From website, communications, security, tracking/telematics or service systems used in the contracted service.
- From publicly available sources where lawful and reasonably necessary for a legitimate purpose.

4. Why we process information and legal grounds

- To respond to enquiries and provide, administer, support and bill for contracted services.
- To verify identity, professional status, qualifications, employment/reference information and other authorised screening information.
- To comply with legal, regulatory, accreditation, employment, tax, safety, security and record-keeping obligations.
- To protect people, animals, property, vehicles, systems and lawful business interests and to investigate incidents/claims.
- To manage staff, contractors, learners, suppliers and operators.
- To maintain information security, prevent misuse/fraud and manage security compromises.
- For direct marketing only where permitted by POPIA and other applicable law.

Depending on the context, processing may be based on consent, contract, legal obligation, legitimate interests recognised by law, protection of a legitimate interest of the data subject, a public-law duty, or another ground permitted by POPIA. Consent is not used to avoid another mandatory legal requirement.

5. Is providing information mandatory?

Some information is voluntary, particularly at enquiry stage. Other information may be required to enter or perform a contract, verify identity, comply with law/regulator/source requirements, or perform a selected service. If required information is not supplied, AK9 may be unable to provide the requested service or complete the relevant check/process.

6. Special personal information, criminal information, children and health information

AK9 processes special personal information, criminal-behaviour information, biometrics or children's information only where a lawful authorisation/ground applies and additional safeguards are implemented. Candidate/client consent may form part of the authority but does not replace statutory, regulator, source or prior-authorisation requirements. Health information processed by AK9 as an employer is subject to POPIA and, where applicable, the 2026 regulations on processing data subjects' health information by certain responsible parties.

PRIOR AUTHORISATION STATUS
Prior Authorisation reference PA20260033 has been submitted for the identified section 57 trigger. The application is not treated as approval until the Information Regulator confirms the applicable outcome. Services that depend on that outcome remain controlled by the activation gate.

7. Recipients and operators

Depending on the service, AK9 may disclose or receive information from authorised clients/employers, public authorities/regulators, verification providers, professional/accreditation bodies, payment/banking/accounting/payroll providers, cloud/email/hosting providers, tracking/telematics platforms, couriers, insurers/legal advisers and other specifically required service providers. Access is limited to what is reasonably necessary for the lawful purpose.

8. International processing

Some cloud, hosting, email or technology providers may process information outside South Africa. AK9 assesses material cross-border processing and applies POPIA section 72 requirements. Special personal information and children's information receive enhanced review.

9. Website, cookies and analytics

AK9 may use necessary cookies and technical logs to operate and secure the website. Analytics, advertising or similar non-essential technologies will be identified and controlled appropriately. Where consent is used, the user should be able to make a genuine choice and change that choice where reasonably practicable. Third-party links/services are governed by their own privacy terms.

10. Direct marketing

Electronic direct marketing is handled in accordance with POPIA section 69 and applicable consumer-protection rules. Prospective customers are approached only through a lawful consent route where required. Existing customer communications are limited to the lawful customer-relationship scope and include a simple opt-out. AK9 keeps consent/opt-out evidence and a suppression record to prevent inadvertent re-marketing.

11. Retention

AK9 keeps personal information only for a lawful, contractual, operational or legal reason. High-risk source material is minimised and may be deleted sooner than ordinary business records. Retention periods are set in the AK9 Retention Policy and may be extended by a statutory requirement, contract, investigation, complaint, audit or legal hold.

12. Security

- Role-based access and least privilege.
- Strong credentials and MFA where supported.
- Protected devices, screen locks and encryption where available.
- Controlled cloud storage/backups and restricted case folders.
- Secure delivery of sensitive reports and separate-channel passwords.
- Operator/security terms, incident response and periodic risk review.

13. Your rights

- Ask whether AK9 holds your personal information and request access where legally entitled.
- Request correction or deletion/destruction where the legal requirements are met.
- Object to certain processing and withdraw consent where processing is based on consent.
- Opt out of direct marketing.
- Submit a PAIA request for access to a record where PAIA applies.
- Lodge a complaint with the Information Regulator if you believe POPIA/PAIA has been infringed.

Requests can be sent to k9security@africank9solutions.co.za. Current POPIA and PAIA forms are available from the Information Regulator and are also retained in the AK9 compliance pack.

14. Automated decisions

AK9 does not use a screening score or automated process as the sole basis for an employment, access or suitability decision producing substantial legal effects. AK9 reports source/check information; the client remains responsible for fair and lawful human decision-making.

15. Changes to this notice

This notice is reviewed at least annually and earlier when AK9 materially changes its services, systems, operators or processing activities. The current public version is the version published on the AK9 website.

Authoritative references

- Protection of Personal Information Act 4 of 2013 (POPIA).
- Promotion of Access to Information Act 2 of 2000 (PAIA), as amended.
- Regulations relating to the Promotion of Access to Information, 2021, and current prescribed PAIA forms/fees.
- Information Regulator: PAIA Manual Template for a Private Body; PAIA Guide; PAIA and POPIA forms and eServices.
- Regulations relating to the Processing of Data Subjects' Health Information by Certain Responsible Parties, 2026, where applicable to AK9 as employer or service provider.
- Applicable Companies Act, Tax Administration Act, Basic Conditions of Employment Act, Occupational Health and Safety Act, Private Security Industry Regulation Act, Firearms Control Act, skills-development/accreditation legislation and sector-specific requirements.

Official portals verified for this issue: [Information Regulator](#) | [eServices](#) | [PAIA resources](#) | [POPIA resources](#)