



Compliance with The Protection of Personal Information Act (POPI Act)

Modified on: 22nd July 2025

Protecting your privacy rights and safeguarding personal information when processed is important to Cross Switch. Cross Switch has adapted its systems and procedures to comply with the provisions of The Protection of Personal Information Act (also known as POPI Act) with regards to protection of personal information processed on your behalf when processing payment transactions. Our approach is to implement compliance in such a way that it delivers business value and allows for improvement in efficiencies and effectiveness to meet compliance requirements.

PERSONAL INFORMATION

Where processing of Personal Information is involved, Personal Information shall have the meaning defined in the POPI Act and shall specifically refer to personal information passed on to Cross Switch when processing payment transactions on behalf of the Merchant.

ROLE OF CROSS SWITCH IN PROCESSING PERSONAL INFORMATION

When processing transactions with merchants as part of our Master Service Agreement, Cross Switch will function as the Operator and the merchant as the responsible party except that we will be a data controller in relation to personal data in which we determine the purposes and manner the personal data is processed (for example in complying with any laws or regulations imposed upon us by payment regulators or acquirers).

Consequently, Cross Switch as the Operator undertakes to treat personal data as confidential information and shall only process personal information with the knowledge and authorisation of the Merchant for the following purposes:

- (i) Providing Cross Switch pursuant to the

- Master Service Agreement; and
- (ii) Complying with other documented instructions provided by the Merchant.

You are solely responsible for disclosing to Customers that Cross Switch processes Transactions (including payment Transactions) for you and may receive Personal Data from you.

You affirm that you will continue to be compliant with all applicable Laws governing the privacy, protection and use of Data that you provide to us or access through your use of the Services.

You also affirm that you have obtained all necessary rights and consents under applicable Laws to disclose to or allow Cross Switch to collect, use, retain, and disclose — any Personal Data that you provide to us or authorise us to collect. We will not be liable for any claim brought by a data subject arising from any action or omission by us, to the extent that such action or omission resulted from your instructions.

DATA PROTECTION AND PRIVACY

We have implemented security and privacy concepts into the day to day operations of our organisation to keep personal information secure and protect it against unauthorised or unlawful processing, accidental loss and unauthorized access.

Security Measures

Cross Switch protects personal information by using secure (PCI Level 1 Compliant) networks and servers to store and encrypt personal information.

Cross Switch shall ensure that its personnel when using an automated data processing system may access only data that are within their competence.

Cross Switch shall take commercially reasonable

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steps to prevent any unauthorised person from accessing the facilities used for data processing and to prevent any unauthorised amendment or deletion of the recorded data.

Cross Switch shall ensure that its personnel when using an automated data processing system may access only data that are within their competence.

Cross Switch shall take commercially reasonable steps to prevent any unauthorised person from accessing the facilities used for data processing and to prevent any unauthorised amendment or deletion of the recorded data.

If we become aware of an unauthorised acquisition, disclosure or loss of Customer Personal Data on our systems, we will notify you consistent with our obligations under applicable Law. We will also notify you and provide you sufficient information regarding the unauthorised acquisition, disclosure or loss to help you mitigate any negative impact on the Customer.

Cross Switch undertakes to regularly verify that the safeguards are effectively implemented and ensure that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.

Cross Switch may update or modify such security measures but will not materially decrease the overall security of the services.

Contact Us

If you have questions about your Personal Data, please contact us using one of the following means:
Email at legal@cross-switch.com

To access our [PROMOTION OF ACCESS TO INFORMATION MANUAL](#)

Physical mail to: Cross Switch South Africa Technologies (PTY) Ltd, Suite 141, The Quays, Off Park Lane, Century City, 7441, South Africa