Privacy Policy & POPIA Notice

Version 2.0 · Effective 5 November 2026

1. Who we are

Mobile Smart (mbsmart.co.za) is the responsible party for personal information processed when you use our website, customer portal and services. Information Officer: online@mbsmart.co.za.

2. Information we collect

- Account and contact details: name, email, phone, address, billing day.
- RICA information: ID/passport and proof of residence, and your electronic signature.
- Service data: orders, coverage-check locations, mobile numbers, SIM delivery addresses, bundle and usage records.
- Payment records: PayFast transaction references and status. We never see or store your card details; recurring payment tokens are stored encrypted.

3. Why we process it

To check coverage, process orders, comply with RICA, activate and manage services, deliver hardware and SIMs, bill and collect payments, provide support, prevent fraud and meet legal obligations.

4. Who we share it with

Only as needed to provide your service: network and wholesale suppliers (Afrinet and fibre operators), SIMcloud and mobile networks for bundles, PayFast for payments, Zoho CRM and Books for customer records and invoicing, Mapbox for address lookup, couriers, and our secure cloud hosting. Some providers may process data outside South Africa under adequate safeguards.

5. Security and retention

Identity documents are stored in private storage, accessible only to you and our authorised reviewer through short-lived secure links. RICA records are retained as required by law; other data for as long as needed for the service and legal, tax and accounting purposes.

6. Your rights

You may request access to, correction or deletion of your information, object to processing, and withdraw marketing consent. Contact online@mbsmart.co.za. You may also complain to the Information Regulator (inforegulator.org.za).

7. Cookies

We use essential storage for sign-in and your cart, and limited analytics to improve the website.

Questions: online@mbsmart.co.za · Accounts: accounts@mbsmart.co.za · WhatsApp/phone: +27 76 168 6801