POPI Act Processing Notice

Version 2.0 · Effective 5 November 2026

1. Notice of collection

In terms of section 18 of the Protection of Personal Information Act, Mobile Smart notifies you that we collect personal information directly from you when you register, order, upload RICA documents, sign the service agreement, subscribe to mobile data or pay invoices.

2. Mandatory information

RICA identity and residence information is mandatory by law for SIM and connectivity services. Without it we cannot activate service. Contact, address and payment details are required to deliver and bill your service; a delivery address is required when you order a new SIM or hardware.

3. Purpose and operational processing

Information is processed to verify identity, review and approve applications, provision services with our suppliers, deliver equipment and SIMs, collect once-off and authorised recurring payments, sync accounting records and provide support.

4. Recipients

Afrinet and fibre network operators, SIMcloud and mobile networks, PayFast, Zoho, couriers and secure hosting providers, and authorities where required by law.

5. Consent and objection

By accepting the service agreement you consent to this operational processing. You may object or withdraw consent at any time, but this may mean we cannot continue providing the service. Contact online@mbsmart.co.za or the Information Regulator.

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