Privacy Policy

Last Updated: October 2026

1. Who are we?

Yoco Technologies (Pty) Ltd (registration number 2013/119212/07), of 20 Kloof Street, Gardens, Cape Town, 8001 ("Yoco", "we", "us" or "our"), is responsible for looking after your personal information. In this policy, we call ourselves "Yoco", "we", "us" or "our".

Sometimes we provide a service to a merchant's customers on the merchant's behalf. When we do, the merchant is responsible for your information, and we look after it for them.

Any questions? Our Information Officer is happy to help at privacy@yoco.com.

2. Our commitment

We respect your privacy and are committed to protecting your personal information when you use our website, mobile application, products, and services (collectively, the "**Services**").

We process personal information in accordance with applicable privacy and data protection laws, including the Protection of Personal Information Act 4 of 2013 ("**POPIA"**) and, where applicable, the General Data Protection Regulation ("**GDPR**").

This Privacy Policy explains how we collect, use, share, store, and protect your personal information.

Capitalised terms not defined in this Policy have the meaning given to them in our Main Terms and Conditions, or in other Service Specific Terms and Conditions or other Yoco policies (available on our website).

3. What is personal information?

"**Personal information**" means information relating to an identifiable, living natural person and, where applicable, an identifiable existing juristic person, as defined in POPIA.

This may include your name, contact details, identity or registration number, tax number, financial information, payment and transaction information, location information, online identifiers, device information, and other information relating to your use of our Services or our Yoco Partners' products and services.

In some cases, our identity verification providers or we may process biometric information, such as facial imagery or liveness detection data, where necessary to verify identity, comply with legal obligations, prevent fraud, support onboarding, or provide our Services.

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4. Information we collect about you

We may collect, use, store, and process the following categories of personal and business information:

- identification information, including your name, identity number, date of birth, company registration information, tax number, and verification information;
- contact information, including your email address, phone number, and physical address;
- financial and transaction information, including payment activity, merchant transaction history, bank account information, and other financial information relating to your use of our Services;
- device and technical information, including IP address, browser type, operating system, device identifiers, cookie information, and usage data relating to your interaction with our Services;
- location information, including approximate geolocation derived from your device or IP address;
- communications and support information, including your interactions with us through customer support, messaging channels, or other communications platforms;
- loyalty and rewards information, including tokenised card references used to identify loyalty programme members during qualifying transactions without storing full card numbers, loyalty transaction activity, rewards accrual and redemption information, and interactions through loyalty communication channels;
- compliance, risk, and verification information, including fraud prevention data, identity verification data, onboarding information, sanctions screening information, regulatory information, and information obtained from verification or compliance providers; and
- biometric information, such as facial imagery or liveness detection data, processed by our identity verification providers or by us, as necessary, to verify identity, comply with legal obligations, prevent fraud, support onboarding, or provide our Services.

We may obtain, collect, verify, use, and store personal or business information from trusted third-party sources, including regulators, public registers, compliance providers, identity verification providers, financial institutions, credit bureaus, Yoco Partners, and other service providers, to:

- verify your identity or business information;
- support onboarding and compliance processes;
- assess your eligibility or suitability for a product or service offered by Yoco or a Yoco Partner, before or after you accept any offer;
- reduce fraud and security risks;
- support product enablement, and the provision, administration, and servicing of a product or service offered by Yoco or a Yoco Partner; and
- improve or streamline your experience with Yoco Services or a Yoco Partner's products or services.

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Some information is mandatory, such as the information we need to verify merchants and to comply with the law. If you do not provide it, we may not be able to provide our Services to you. Other information, such as information you give to use optional features, is voluntary.

5. Sources of information we collect about you include

We collect information about you from the following categories of sources:

- you directly, when you sign up to become a Yoco merchant or use our Services;
- your devices (e.g. computers, mobile phones, and tablets) when you interact with our website (www.yoco.com) or use our App and Services;
- other sources, including:
    - online advertising and third-party analytics companies;
    - credit reference agencies, identity verification agencies and other service providers who help us with third-party identity verification, credit confirmation and fraud detection;
    - third-party service providers that provide services to us that enable us to provide our services to you and make our App available to you;
    - credit bureaus and financial institutions; and
    - publicly available sources (such as public records of criminal convictions and arrest records).
    - communication platform providers, Card Associations, Banking Partners, Yoco Partners, and other third-party network or commercial partners that support loyalty services, payment processing, customer communications, onboarding, verification, fraud prevention, product enablement, the provision, administration, and servicing of a product or service offered by Yoco or a Yoco Partner, or other Yoco Services.

6. How we use your information

We use your personal and business information to provide, operate, maintain, improve, and support our Services and our relationship with you.

This includes using your information to:

- onboard and verify merchants and customers;
- provide payment, loyalty, financial services, and other products or services offered by Yoco or a Yoco Partner;
- process transactions and maintain merchant accounts;
- communicate with you about your account, transactions, support requests, and service updates, and to send you marketing as described in section 8;
- personalise and improve your experience across Yoco Services and any products or services offered by a Yoco Partner;
- support onboarding, product activation, eligibility assessments (including before or after any offer is made), the provision, administration, and servicing of a product or service offered by Yoco or a Yoco Partner, and future product or service offerings;
- detect, prevent, and investigate fraud, security incidents, financial crime, or other misuse of our Services;

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- comply with legal, regulatory, risk, and compliance obligations;
- support analytics, reporting, research, testing, and product development; and
- support our service providers, partners, and infrastructure providers in delivering Yoco Services, or a Yoco Partner in providing its own products or services.

We may also use location, device, usage, and technical information to improve functionality, security, fraud prevention, and user experience across our Services.

You can manage certain browser or device permissions, including cookies and location settings, in your device or browser settings, though disabling some permissions may affect the functionality of our Services.

7. Purposes of Processing Personal Information

We process personal and business information where necessary to:

- provide and support Yoco Services;
- establish, maintain, and manage merchant and customer relationships;
- process payments, loyalty transactions, rewards, and financial/partner-enabled services; assess your eligibility for financing or cash advance products before any offer is made; and facilitate the provision, administration, and servicing of financing or cash advance products;
- verify identity, business information, tax information, onboarding information, and your eligibility for a product or service offered by Yoco or a Yoco Partner (including before and after any offer is made), and facilitate the provision, administration, and servicing of such a product or service;
- conduct onboarding, fraud prevention, sanctions screening, security monitoring, risk assessments, and compliance checks;
- comply with legal, regulatory, audit, reporting, and compliance obligations;
- communicate with you regarding your account, transactions, support requests, and service updates, and to send you marketing as described in section 8;
- improve, personalise, develop, test, monitor, and analyse our Services and platform infrastructure;
- conduct analytics, internal reporting, market research, and business operations;
- enable our service providers, infrastructure providers, verification providers, Banking Partners, Card Associations, Yoco Partners, and other partners to support or provide Yoco Services, or their own products or services;
- exercise or protect our legal rights or respond to lawful requests or legal processes;
- Process aggregated, anonymised, or de-identified information for analytics, statistical, research, operational, security, and product improvement;
- Retain and reuse verified information previously obtained about you or your business to support current or future products or services offered by Yoco or a Yoco Partner.

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Please note that we and our service providers on our behalf may also collect data generated by automatic measurements of an individual's biological characteristics, such as a fingerprint, voiceprint, eye retinas, irises, or other unique biological patterns or characteristics that are used to identify a specific individual and we may provide this information to service providers and regulators in order to identify who you are or if we are required to by applicable law.

8. Marketing communications

We keep marketing separate from the messages you need to run your account.

Service and account messages. Verification and approval updates, order and delivery status, billing, security alerts and other operational or regulatory messages and any updates relating to a product or service offered by a Yoco Partner that you have applied for or accepted are not marketing. We send these for as long as you use Yoco services & products, regardless of your marketing preferences. We do not include promotional content in them.

Marketing messages. Once you become a Yoco customer, we may send you information about Yoco's products and services that are similar to those you already have. We collected your contact details in the course of selling to you, and we rely on the existing-customer basis as per applicable data protection legislation to send these.

Your choice. You can object to marketing at any time and at no cost, when we first collect your contact details, in your communication preferences in the Yoco app, or using the opt-out included in every marketing message. Opting out of marketing does not stop the service and account messages described above.

9. Your rights and access to your information

You may request access to, correction of, or updates to your personal information by contacting us at privacy@yoco.com.

Where permitted by applicable law, you may also object to certain processing activities or request the deletion of personal information that is no longer required for lawful or legitimate business purposes. If your request relates to information we process on behalf of a merchant, we may refer it to that merchant.

We may retain certain information to comply with legal, regulatory, fraud-prevention, security, audit, or recordkeeping obligations.

We take reasonable steps to help ensure that the personal information we process is accurate, complete, and up to date.

10. Children's information and special personal information

Our Services are not directed at children under the age of 18 and we do not knowingly collect personal information from children unless permitted by law or with the consent of a competent person, such as a parent or legal guardian.

In certain circumstances, we may process special personal information or biometric information where permitted or required by applicable law, including for identity verification, fraud prevention, onboarding, compliance, security, or regulatory purposes.

Where required, we will implement appropriate safeguards and processing measures for such information.

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11. Sharing of personal information

We may share personal and business information with:

- our employees, directors, officers, contractors, advisors, and group companies on a need-to-know basis;
- service providers and infrastructure providers that support the operation, security, onboarding, verification, analytics, communications, loyalty, payment, fraud prevention, compliance, and other Yoco Services;
- Banking Partners, Card Associations, financial services providers, verification providers, regulators, Yoco Partners, and other commercial partners, where reasonably necessary to provide or support Yoco Services or their own products or services, including, in the case of a Yoco Partner, to assess your eligibility for a product or service before or after you accept any offer, or to provide, administer, and service a product or service you have accepted;
- payment networks, banks, financial institutions, and other parties involved in processing transactions or providing related services;
- regulators, law enforcement authorities, courts, dispute bodies, or other third parties where required by law or to protect our legal rights, customers, merchants, platform, or Services; and
- current or prospective investors, shareholders, funders, noteholders, debt financiers, warehouse providers, joint venture partners, purchasers, or advisors in connection with financing activities, investments, financial products, commercial partnerships, corporate transactions, restructures, acquisitions, securitisations, or sales of business assets.

Loyalty programme: If you register for a merchant's Loyalty Programme through Yoco, we share your personal information relating to that Programme, which may include your mobile number and details such as your points balance and reward activity with that specific merchant only, including via a data export, so they can operate their Programme (including contacting you about Programme matters, such as a raffle or competition) and, where permitted by law, market their own products and services to you. We don't share your information with any other merchant's Programme. The merchant is responsible for complying with applicable data protection and marketing laws in how they use your information. See the Loyalty Member Terms and Conditions for more detail (available on our website).

We require third parties who process personal information on our behalf to maintain appropriate confidentiality, security, and data protection measures and to process personal information only for authorised purposes.

12. Cross-border transfers of personal information

Your personal information may be transferred to, stored, accessed, or processed in countries outside of South Africa where Yoco, its group companies, shareholders, directors, service providers, infrastructure providers, Banking Partners, Card Associations, Yoco Partners, merchants, financial services providers, verification providers, funders, noteholders, investors, or other partners operate.

These transfers may be necessary to:

- provide and support Yoco Services or a Yoco Partner's products or services;
- facilitate payments, onboarding, verification, loyalty, communications, fraud prevention,

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analytics, financing activities, or financial services;

- support group governance, investment, funding, audit, risk, or compliance processes;
- store or process information using cloud or hosted infrastructure; or
- comply with legal, regulatory, or operational requirements.

Where personal information is transferred across borders, we will take reasonable steps to ensure that appropriate security and data protection safeguards are implemented in accordance with applicable law.

13. How secure is your information?

We take reasonable technical, administrative, and organisational measures to protect personal information against loss, misuse, unauthorised access, disclosure, alteration, or destruction.

These measures may include:

- access controls and authentication measures;
- encryption and secure data storage;
- network and infrastructure security controls;
- monitoring and fraud prevention measures; and
- internal policies and procedures governing access to personal information.

Access to personal information is limited to employees, contractors, directors, group companies, Banking Partners, Card Associations, Yocoo Partners, regulators, service providers, advisors, funders, investors, noteholders, authorised partners, and other authorised third parties who require access for legitimate business, operational, financing, governance, legal, regulatory, audit, risk, compliance, or support purposes.

While we take reasonable steps to protect personal information, no method of electronic transmission or storage is completely secure, and we cannot guarantee absolute security.

14. Retention of information

We retain personal and business information for as long as reasonably necessary to:

- provide and support Yoco Services or a Yoco Partner's products or services;
- comply with legal, regulatory, tax, accounting, audit, fraud prevention, anti-money laundering, sanctions, financing, investment, governance, risk management, due diligence, and recordkeeping obligations;
- resolve disputes or enforce our agreements; and
- support legitimate business, operational, financing, investment, security, analytics, reporting, product development, and commercial purposes.

Retention periods may vary depending on the nature of the information, the purpose for which it was collected, and applicable legal or regulatory requirements.

Where reasonably possible, we may anonymise or de-identify information so that it cannot be associated with an identifiable person. We may retain and use anonymised or de-identified information for research, analytics, statistical, operational, security, and product improvement purposes.

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15. Third-Party Partner Processing

Where a Yoco Partner, Banking Partner, Card Association, or other third party referred to in this Policy receives your information to provide, assess, administer, or service their own product or service, that party processes your information independently and in accordance with its own privacy notices and practices. We are not responsible for that party's processing of your information for its own purposes, and we encourage you to review that party's privacy notice directly.

16. Changes to the Policy

We may update this Privacy Policy from time to time to reflect changes to our Services, legal or regulatory requirements, or our processing activities.

Where required, we will notify you of changes in accordance with applicable law. The latest version of this Privacy Policy will always be available on our website.

17. Lodging a Complaint

If you believe that we have processed your personal information unlawfully or in breach of this Privacy Policy, please contact us at privacy@yoco.com so that we can investigate and try to resolve your concern.

You also have the right to lodge a complaint with the Information Regulator of South Africa or another applicable supervisory authority. The Information Regulator can be contacted at enquiries@inforegulator.org.za or through its website, https://inforegulator.org.za.

Further information is available in our PAIA Manual or on the Information Regulator’s website.

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