

**Effective Date:** August 2026

**Version:** 2.0

## 1. About This Privacy Notice

Gecko Technical Services (Pty) Ltd ("Gecko Technical Services", "GTS", "we", "us" or "our") respects your privacy and is committed to protecting the personal information entrusted to us.

This Privacy Notice explains how we collect, use, store, protect and otherwise process personal information when you:

- visit our website;
- submit an enquiry or request a quotation;
- request technical support;
- communicate with us by email, telephone, WhatsApp or other communication channels;
- purchase or use our products and services;
- enter into an agreement with us; or
- otherwise interact with Gecko Technical Services.

We process personal information in accordance with the **Protection of Personal Information Act 4 of 2013 (POPIA)** and other applicable legislation.

## 2. Who We Are

Gecko Technical Services (Pty) Ltd is a South African provider of business technology solutions.

Our services include:

- Business Printers & Multifunctional Devices

- Managed Print Services
- Print & Document Solutions
- Printer Consumables
- Telecommunications & VoIP
- CCTV & Security Solutions
- Air Conditioning
- Technical Support and related business technology services

Our website is intended primarily for business customers and organisations seeking technology products, services, support and solutions.

### **3. Personal Information We May Collect**

Depending on how you interact with us and the products or services involved, we may collect:

#### **Contact information**

- Name and surname
- Company name
- Job title or position
- Email address
- Telephone and mobile numbers
- Physical, postal or delivery addresses

#### **Business and transactional information**

- Company registration details
- VAT information
- Purchase orders
- Quotations and proposals
- Contract information
- Supplier or customer information

- Information required for finance or rental applications

### **Service and technical information**

Where we provide equipment, Managed Print Services or technical support, we may process:

- Equipment make, model and serial numbers
- Meter readings
- Device configuration information
- Service and maintenance records
- Fault and support information
- Information relating to equipment installed at your premises
- Information generated through Managed Print or remote-support systems

### **Financial information**

Where required for a transaction, rental agreement, finance application or payment process, we may process relevant financial or banking information.

### **Website and technical information**

When you use our website, we may collect certain technical information such as:

- IP address
- Browser and device information
- Website usage information
- Cookies and similar technologies
- Information about how you interact with our website

Our use of cookies is addressed further in our **Cookie Policy**.

## **4. How We Collect Personal Information**

We may collect personal information directly from you through:

- Website contact forms
- Request-a-Quote forms

- Technical-support forms
- Other online enquiry forms
- Email
- Telephone calls
- WhatsApp
- Online chat
- Sales visits and meetings
- Purchase orders
- Contracts and agreements
- Service calls
- Maintenance agreements
- Customer portals
- Supplier registration and onboarding forms
- Finance and rental applications
- Social media enquiries

We may also receive information from customers, suppliers, finance providers, OEMs, service providers or other parties where this is necessary for the provision of our products and services.

## **5. How We Use Personal Information**

We may process personal information for purposes including:

- Responding to enquiries
- Preparing quotations and proposals
- Providing product and solution recommendations
- Arranging consultations or site visits
- Supplying and installing equipment
- Delivering Managed Print Services

- Providing technical support
- Performing maintenance and repairs
- Supplying printer consumables
- Managing warranties
- Processing finance and rental applications
- Administering customer and supplier relationships
- Processing payments
- Communicating with customers
- Managing service agreements
- Meeting legal and regulatory obligations
- Protecting our business, systems and customers
- Improving our products, services and website

Information submitted through our website forms will primarily be used to deal with the enquiry or request submitted.

## **6. Lawful Processing**

Gecko Technical Services processes personal information only where there is a lawful basis for doing so under POPIA.

Depending on the circumstances, this may include:

- You have given consent;
- Processing is necessary to perform a contract or take steps at your request before entering into a contract;
- Processing is necessary to comply with a legal or regulatory obligation;
- Processing is necessary to protect legitimate interests; or
- Processing is otherwise permitted by applicable law.

Where we rely on consent, you may withdraw that consent, subject to circumstances where continued processing is permitted or required by law or necessary to fulfil a contractual obligation.

## **7. Website Enquiries and Online Forms**

When you submit information through a GTS website form, we use the information provided to deal with the purpose for which you contacted us.

This may include:

- Responding to your enquiry;
- Preparing a quotation;
- Providing information about products or services;
- Arranging a consultation or site visit;
- Arranging technical support;
- Contacting you regarding your enquiry; or
- Providing the product or service requested.

We do not treat the submission of an enquiry or quotation request as consent to receive unrelated marketing communications.

Where we wish to use your personal information for direct marketing, we will do so in accordance with applicable POPIA requirements.

## **8. Cookies and Similar Technologies**

Our website may use cookies and similar technologies.

Cookies may help us to:

- Keep the website functioning correctly;
- Remember preferences;
- Understand website usage;
- Improve website performance;
- Improve website security;
- Measure website traffic; and
- Understand the effectiveness of online activities.

Most browsers allow you to control, block or delete cookies.

Disabling certain cookies may affect the functionality of some parts of the website.

For more information about the cookies used on the GTS website and how they may be controlled, please see our **Cookie Policy**.

## **9. Sharing Personal Information**

We do not sell personal information.

Where necessary for legitimate business purposes, we may share relevant personal information with trusted third parties, including:

- Finance and rental providers
- Equipment manufacturers and OEMs
- Software providers
- Managed Print and technical service providers
- Couriers and logistics providers
- Professional advisers
- Auditors
- IT and technology service providers
- Regulatory authorities
- Other service providers where necessary to provide the requested product or service

We only share information that is reasonably necessary for the relevant purpose.

Where third parties process personal information on our behalf, we take reasonable steps to ensure that appropriate confidentiality, security and data-processing requirements are maintained.

## **10. Third-Party Services and Cross-Border Processing**

Some technology platforms, software systems, cloud services and other service providers used by Gecko Technical Services may process or store information outside South Africa.

Where personal information is transferred to or processed in another country, Gecko Technical Services will take reasonable steps to ensure that the transfer is permitted under POPIA and that appropriate safeguards are in place.

Our website may also contain links to third-party websites.

Once you leave the GTS website, the privacy practices of the third-party website will apply. We recommend that you review the privacy notice of any external website before submitting personal information.

## **11. Information Security**

Gecko Technical Services takes reasonable measures to protect personal information against:

- Unauthorised access
- Unauthorised disclosure
- Loss
- Misuse
- Alteration
- Destruction

Depending on the circumstances, safeguards may include:

- Password-protected systems
- Role-based access controls
- Anti-virus and anti-malware protection
- Firewalls and network security controls
- Software and security updates
- Secure backups
- Disaster-recovery procedures
- Physical security measures
- Confidentiality obligations
- Restricted access to customer information

- Secure disposal of confidential information

However, no electronic transmission, storage system or internet service can be guaranteed to be completely secure.

## **12. Retention of Personal Information**

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including where necessary to:

- Provide products or services;
- Maintain customer or supplier relationships;
- Meet contractual obligations;
- Comply with legal or regulatory requirements;
- Resolve disputes; or
- Enforce agreements.

Retention periods may differ depending on the type of information and the applicable legal, regulatory or business requirements.

When information is no longer required, we will take reasonable steps to securely delete, destroy or anonymise it where appropriate.

## **13. Your Rights**

Subject to applicable legislation, you may have the right to:

- Ask whether we hold personal information about you;
- Request access to personal information we hold about you;
- Request correction of inaccurate or incomplete information;
- Request deletion where legally permissible;
- Object to certain processing;
- Withdraw consent where processing is based on consent; and
- Request restriction of certain processing activities where applicable.

POPIA provides data subjects with rights relating to access, correction and deletion of personal information, subject to the Act's requirements and limitations.

Requests concerning your personal information should be directed to the GTS Information Officer using the contact details below.

### **PAIA and Access to Information**

Gecko Technical Services maintains a PAIA Manual in accordance with applicable requirements. The PAIA Manual provides information regarding the records held by Gecko Technical Services and the procedure for requesting access to records.

The PAIA Manual is available on request from our Information Officer.

## **14. Direct Marketing**

Gecko Technical Services respects your right not to receive unwanted marketing communications. We will not use your personal information for unsolicited electronic direct marketing, including email, SMS, telephone or WhatsApp communications, unless permitted by POPIA.

Where your consent is required, we will obtain it in accordance with applicable legal requirements. Where POPIA permits direct marketing to an existing customer without separate consent, we will only do so within the limits permitted by law and will provide a reasonable opportunity to object or unsubscribe.

Every direct marketing communication will identify Gecko Technical Services as the sender and provide an appropriate means of requesting that further marketing communications cease.

You may request that we stop sending direct marketing communications at any time.

## **15. Children's Information**

Gecko Technical Services does not knowingly collect personal information from children under the age of 18 unless such information is provided with the consent of a parent, guardian or other legally authorised person, or where otherwise permitted by applicable law.

## **16. Complaints and the Information Regulator**

If you believe that your personal information has been processed unlawfully, we encourage you to contact Gecko Technical Services first so that we can investigate and attempt to resolve the matter.

You also have the right to lodge a complaint with the **Information Regulator (South Africa)**.

The Information Regulator is the independent body established under POPIA and is responsible for monitoring and enforcing compliance with POPIA and PAIA.

**Information Regulator (South Africa)**

Woodmead North Office Park  
54 Maxwell Drive  
Woodmead  
Johannesburg

**General enquiries:** [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

**Telephone:** 010 023 5200

## **17. Contact the GTS Information Officer**

For questions, requests or concerns relating to personal information, please contact:

**Information Officer**

**Gecko Technical Services (Pty) Ltd**

**Email:** [zaytoon@gtsosec.co.za](mailto:zaytoon@gtsosec.co.za)

**General enquiries:** [privacy@gtsosec.co.za](mailto:privacy@gtsosec.co.za)

**Website:** [www.gtsosec.co.za](http://www.gtsosec.co.za)

## **18. Scope**

This Privacy Notice applies to personal information processed by Gecko Technical Services in connection with our products, services and business activities, including:

- Business Printers & Multifunctional Devices
- Managed Print Services
- Print & Document Solutions
- Printer Consumables
- Telecommunications & VoIP

- CCTV & Security Solutions
- Air Conditioning
- Technical Support
- Website enquiries and online services

## **19. Changes to This Privacy Notice**

We may update this Privacy Notice from time to time to reflect changes in:

- Applicable legislation;
- Technology;
- Our products and services;
- Our business operations; or
- Industry best practice.

**Last updated: August 2026**