KENGO PRIVACY & POPIA POLICY

Privacy notice for customers, passengers, drivers, merchants, delivery partners and website users

PUBLIC-FACING PRIVACY NOTICE

Version 1.0 | Effective date: 10 October 2026

KenGo is operated by KNONGDEZIGNS (Pty) Ltd | Reg. No. 2017/183268/07
https://kengo.co.za/ | legal@kengo.co.za | support@kengo.co.za

1. INTRODUCTION AND RESPONSIBLE PARTY

This Privacy & POPIA Policy explains how KenGo collects, receives, uses, stores, discloses and otherwise processes personal information in connection with its website, mobile application, passenger transport, food ordering, courier and related services.

The responsible party is KNONGDEZIGNS (Pty) Ltd, registration number 2017/183268/07, trading as KenGo ("KenGo", "we", "us" or "our"), to the extent that it determines the purpose and means of processing the relevant personal information. Registered office: No 76 Corner Franschoek and Roodebe, Oakdene, Johannesburg, Gauteng, 2001, South Africa. Website: https://kengo.co.za/.

Information Officer contact: info@kengo.co.za. General support: support@kengo.co.za. Effective date: 10 October 2026. This Policy is intended to operate in conjunction with POPIA, the Promotion of Access to Information Act 2 of 2000 ("PAIA") where applicable, and other relevant legislation.

2. SCOPE AND THIRD-PARTY RESPONSIBLE PARTIES

KenGo may act as a responsible party for information it processes to operate accounts, allocate services, administer transactions, provide support, prevent fraud and comply with law. A Merchant, Transport Operator, Driver, Delivery Partner, payment provider, identity verification provider or other supplier may independently determine purposes and means of its own processing and may therefore act as a separate responsible party.

Where a third party processes information on KenGo's behalf, KenGo will seek to impose appropriate written confidentiality and security obligations consistent with POPIA. The precise role of each party depends on the actual processing arrangement and not merely the label used in a contract.

3. CATEGORIES OF PERSONAL INFORMATION

Depending on the service and the User's relationship with KenGo, the Platform may process: (a) name, username, account identifier, contact details and date of birth; (b) identity or passport number and identity-document images; (c) residential or other address details where required; (d) selfie, liveness or biometric verification information where lawfully used; (e) device identifiers, IP address, access logs, authentication and security information; (f) pickup, destination, trip and live location information; (g) vehicle, driver, licence, permit and operator records; (h) Merchant business, menu, catalogue and order information; (i) payment tokens, transaction references, Wallet ledger entries and limited payment metadata; (j) messages, ratings, reviews and support communications; and (k) safety reports, complaints, incident records and evidence submitted in connection with an investigation.

KenGo will not intentionally collect more information than is reasonably necessary for the relevant purpose, subject to applicable statutory or regulatory requirements and the actual Platform features enabled.

4. SOURCES OF INFORMATION

Information may be obtained directly from the data subject during registration, booking, ordering, payment, support or verification; automatically from the User's device or use of the Platform; from the Driver, Merchant, Transport Operator or Delivery Partner involved in a transaction; from banks, payment processors and payment scheme participants; from identity or fraud-prevention providers; and from public authorities or other lawful sources where appropriate.

Where information is obtained from a third party, KenGo will take reasonable steps to ensure that the processing is lawful and that the data subject receives information required by POPIA, unless a lawful exception applies.

5. PURPOSES AND LAWFUL JUSTIFICATION

KenGo may process personal information for the following purposes, to the extent applicable: (a) creating and administering accounts; (b) verifying identity, age, eligibility, licences and permits; (c) matching Users with Drivers, Merchants and Delivery Partners; (d) processing rides, orders, courier bookings and payments; (e) calculating fares, fees, refunds, cashback and partner settlements; (f) communicating booking, dispatch, delivery and transaction status; (g) providing support and resolving complaints; (h) preventing fraud, abuse, money laundering and security incidents; (i) protecting life, safety and property; (j) complying with transport, consumer, tax, accounting, payment and other legal obligations; (k) maintaining, securing and improving the Platform; and (l) conducting direct marketing only where permitted by law.

KenGo will identify and rely on an appropriate lawful justification under POPIA for each processing purpose, which may include consent, necessity for the conclusion or performance of a contract, compliance with a legal obligation, protection of a legitimate interest, or another lawful ground. Consent will not be treated as a universal substitute for identifying the correct lawful basis.

6. IDENTITY VERIFICATION AND BIOMETRIC INFORMATION

Identity documents, selfies, liveness checks and biometric information may be processed where reasonably necessary for identity verification, prevention of impersonation and fraud, safety, account integrity or compliance with transport or other legal requirements.

Biometric information is sensitive personal information and will be subject to appropriate safeguards, restricted access and purpose limitation. It will not be repurposed for unrelated marketing or disclosed to unrelated third parties without a lawful basis. Where an external verification provider is used, its identity, role, processing terms and retention practices should be documented and disclosed as required.

Where children's personal information is processed, KenGo will obtain prior authorisation from a competent person or rely on another applicable lawful basis or exception under POPIA. KenGo will not knowingly use children's information for unrelated purposes.

7. LOCATION, TRIP AND SAFETY INFORMATION

Location information may be processed to identify pickup and destination points, allocate Drivers and Delivery Partners, calculate routes and fares, provide live trip or delivery status, support emergency response, investigate complaints and comply with legal requirements.

Driver location may be processed while the Driver is available for dispatch and during an active service, subject to the app settings and applicable law. Customer location may be processed while using location-enabled features or during an active ride or delivery.

Where a User elects to share live location with a trusted contact, the scope, duration and recipients of that sharing should be clearly communicated. Location access will be restricted to personnel and service providers with a legitimate operational need, subject to lawful disclosure requirements.

8. PAYMENT AND WALLET INFORMATION

KenGo may process payment method type, transaction identifiers, authorisation and settlement status, masked account or card details, payment tokens, refunds, chargebacks, Wallet ledger entries and cashback records. Full card credentials and authentication secrets should be handled by the payment provider and should not be stored by KenGo unless the actual integration lawfully and securely permits it.

Payment providers may process information under their own terms and privacy notices. Users should review the relevant provider notice when redirected to or using an external payment interface.

9. DISCLOSURE AND RECIPIENTS

KenGo may disclose the minimum information reasonably necessary to: (a) the Driver or Transport Operator to fulfil a ride; (b) the Merchant to accept and prepare an order; (c) the Delivery Partner to collect and deliver goods; (d) payment processors, banks and payment service providers to process transactions; (e) identity verification, fraud prevention, hosting, mapping, communication and technical service providers; (f) professional advisers, auditors and insurers where appropriate; (g) emergency responders and law-enforcement agencies where lawful or necessary to protect life and safety; and (h) regulators, courts or public authorities where required or authorised by law.

KenGo will not sell personal information to third parties. Any sharing for direct marketing or other secondary use will be subject to POPIA and the applicable consent or objection requirements.

10. CROSS-BORDER TRANSFERS

Some hosting, support, communication or technical service providers may store or access information outside the Republic of South Africa. Where personal information is transferred to a third party in a foreign country, KenGo will take steps to ensure that the transfer satisfies section 72 of POPIA, including an adequate level of protection, binding agreement, applicable law or another permitted ground.

KenGo should maintain an up-to-date register of relevant service providers, hosting locations, sub-processors and cross-border transfer safeguards.

11. INFORMATION SECURITY AND SECURITY COMPROMISES

KenGo will take appropriate, reasonable technical and organisational measures to protect personal information against loss, damage, unauthorised destruction, unlawful access or unlawful processing. Measures may include access controls, role-based permissions, authentication, encryption or secure transmission where appropriate, audit logs, vendor controls, staff confidentiality and incident response procedures.

No method of transmission or storage is completely secure. Users should protect their devices and credentials and notify KenGo promptly of suspected account compromise.

Where a security compromise triggers notification duties under POPIA section 22, KenGo will notify the Information Regulator and affected data subjects as required by law, subject to applicable lawful exceptions and directions.

12. RETENTION AND DESTRUCTION

Personal information will be retained only for as long as necessary to fulfil the purpose for which it was collected, comply with legal retention obligations, establish or defend legal claims, resolve disputes, prevent fraud or maintain appropriate business records.

Actual retention periods must be set out in an internal retention schedule by category of information, purpose, system and legal basis. KenGo does not promise universal or immediate deletion where records must lawfully be retained. When information is no longer required, it will be securely deleted, destroyed or de-identified in accordance with the applicable retention and disposal procedure.

13. DATA SUBJECT RIGHTS

Subject to POPIA, PAIA and other Applicable Law, a data subject may request confirmation as to whether KenGo holds personal information about them, access to that information, correction or deletion of inaccurate, irrelevant, excessive, outdated, incomplete, misleading or unlawfully obtained information, and may object to certain processing or withdraw consent where consent is the lawful basis.

Data subjects may also request information about third-party recipients and lodge a complaint with the Information Regulator. Requests should be sent to info@kengo.co.za with sufficient detail to identify the relevant account and verify the requester. KenGo may request reasonable identity verification and may refuse or limit a request where a lawful ground applies.

Information Regulator: https://inforegulator.org.za/ . The data subject retains the right to approach the Regulator in accordance with POPIA.

14. DIRECT MARKETING AND DIGITAL COMMUNICATIONS

Service communications may include account verification, receipts, ride or delivery status, security alerts, legal notices and support responses. Such communications are operational and may be necessary to perform the requested service.

Promotional communications by electronic means will be conducted in accordance with POPIA and applicable direct-marketing provisions, including any required consent and the right to opt out. KenGo will provide a functional method to unsubscribe from promotional messages. An opt-out from marketing will not prevent necessary service or legal communications.

15. COOKIES, DEVICE DATA AND ANALYTICS

KenGo's website or application may use essential cookies, authentication tokens, session storage, security identifiers and, where actually configured, analytics or preference technologies. Essential technologies support login, security and core Platform functions. Non-essential technologies will be described in the relevant interface and consent choices will be provided where required.

KenGo will not claim to use a particular analytics, advertising or tracking provider unless that provider is actually configured. Users may control optional cookies through available preference controls and browser settings; disabling essential storage may impair Platform functionality.

16. AUTOMATED DECISION-MAKING AND PROFILING

KenGo may use automated rules or risk indicators to support account verification, fraud detection, dispatch, service eligibility, payment review or safety assessment. Where a decision with legal or similarly substantial effects is made solely by automated processing, KenGo will assess and comply with applicable POPIA

requirements, including any required safeguards, information and opportunity for appropriate human intervention.

Risk scores and automated flags will be used only for legitimate, proportionate purposes and subject to access controls and review procedures. The Platform should not imply that a fully automated decision is final where a meaningful review process is required.

17. CHILDREN'S INFORMATION

KenGo's services are not intended to permit children to independently enter into transactions where they lack legal capacity. Where a parent or guardian arranges a ride or service for a child, the adult remains responsible for providing accurate information and ensuring that the arrangement is lawful and safe.

KenGo will process children's personal information only where permitted by POPIA, including where prior authorisation from a competent person is obtained or a statutory exception applies, and will apply safeguards appropriate to the child's age and the nature of the information.

18. CHANGES AND CONTACT DETAILS

KenGo may update this Policy to reflect changes in law, Platform functionality, service providers or processing practices. Material changes will be published with a revised effective date and communicated where reasonably appropriate.

Information Officer: info@kengo.co.za. General support: support@kengo.co.za. Legal notices: legal@kengo.co.za. Registered office: No 76 Corner Franschoek and Roodebe, Oakdene, Johannesburg, Gauteng, 2001, South Africa.

SCHEDULE — INTERNAL COMPLIANCE ITEMS BEFORE PUBLICATION

KenGo must confirm the appointed Information Officer and deputy (if applicable), registration and contact details with the Information Regulator; finalise its PAIA manual where required; maintain a processing register and retention schedule; document operator agreements and operator instructions; verify biometric and location-processing necessity; document cross-border transfers and operator safeguards; implement data-subject request procedures; and maintain a section 22 security-compromise response plan.

This Policy must be reconciled with the actual app permissions, SDKs, payment provider, identity verification vendor, maps, messaging tools, cloud hosting locations, call/recording functions and live-location features. Do not publish functionality or safeguards that are not actually implemented.