

Source2Site Privacy Policy

Effective date: 26 May 2026

Applies to: visitors to Source2Site websites and users of the Source2Site platform (Customers and Plant Providers).

1. Who we are

Source2Site (“**Source2Site**”, “**we**”, “**us**”) is Source2Site helps customers source plant and equipment for mining, construction, and civil operations in minutes, while helping plant providers eliminate the biggest profit leaks in the industry: unreliable customers, slow payment, admin overload, and idle equipment.

It does this by centralising the full hire workflow in one system—from request and provider selection to delivery tracking, proof of delivery (POD), billing visibility, and performance reporting—so plant operations are no longer managed through scattered spreadsheets, emails, calls, and WhatsApp threads.

Responsible Party (POPIA): Source2Site is generally the “Responsible Party” for personal information we collect and process in operating the platform.

Contact: info@source2site.co.za

Company details: Edureach360 (Pty) Ltd with registration number 2023/236508/07

2. What information we collect

2.1 Information you give us

Account and profile

- Name, surname, phone number, email

- Company name, registration details, trading address, operating regions
- Company summary, logos, and company profile documents (where applicable)

Verification and compliance (KYC / due diligence)

- Company documentation (e.g., CIPC, proof of address, tax clearance, VAT certificate if applicable, B-BBEE certificate if applicable, authorised signatory letter)
- Identity information for directors/authorised representatives (IDs/passports)
- Proof of banking / bank confirmation letters (where required for payouts/refunds)
- Any additional compliance packs requested for specific job scopes (e.g., “Safety File / HSE Pack”)

Assets and operators

- Asset details, photos, registration/licensing (where relevant), insurance and maintenance records, inspection/roadworthiness documents (where relevant)
- Operator IDs, licences, medicals (where relevant)

Deal and support

- Messages and attachments exchanged in job management or platform messaging
- Proof of Delivery (POD) documents and operational evidence
- Dispute tickets, incident reports, and support communications

2.2 Information we collect automatically

- Device information (IP address, browser type, pages viewed, timestamps)
- Cookies and analytics (see “Cookies”)

2.3 Payment-related information

We work with a licensed third-party payments partner (TPPP) to provide payment processing and settlement services. Source2Site does not process payments or hold client funds. By making or receiving payments through Source2Site, users agree to the TPPP’s applicable terms and conditions.

What we share with our payments partner

To enable payments and meet compliance requirements, we may share necessary information with our licensed payments partner, including:

- transaction references and identifiers
- parties to the transaction (customer/provider details as needed)
- amounts and timestamps
- verification details where required for compliance checks

This information is used to process payments, holds, releases, payouts, refunds, and compliance screening.

How pay-by-bank payments work

When you make or receive payments through pay-by-bank flows, you may be redirected to the payments partner's interface (or your bank's interface) to complete the transaction.

What we store

Source2Site may receive and store transaction metadata such as:

- payment references, amounts, timestamps, and status confirmations
- payer/payee identifiers needed for reconciliation, payouts, and refunds (where applicable)

Settlement timing

Pay-by-bank settlement is not always instant. Timing depends on the banking rails used and may be delayed unless real-time rails are available or the transaction is an intra-bank transfer.

3. Why we process your information (purposes)

We process personal information to:

1. Create and manage accounts, permissions, and authentication
2. Verify businesses, assets, and operators (risk management and trust)
3. Enable job workflows (machine requests, milestones, document exchange, POD, dispute handling)
4. Facilitate payments, payouts, refunds, reconciliation, and audit trails through our licensed third-party payments partner
5. Prevent fraud, misuse, and safety/compliance risk
6. Provide support, respond to disputes, and communicate system notices

7. Comply with legal and regulatory obligations (including record-keeping)
8. Improve product performance, UX, analytics, and security

4. Lawful bases (POPIA)

We rely on one or more of:

- **Contract necessity** (to provide the platform services you request)
- **Legal obligation** (compliance and record retention)
- **Legitimate interests** (fraud prevention, platform integrity, safety)
- **Consent** (where required, including marketing communications)

5. How we share your information

We only share information as needed to run the platform:

5.1 With other platform users (Customers and Plant Providers)

- Profile and verification summaries needed to evaluate counterparties
- Deal-specific documents and evidence you choose/are required to submit for a specific deal
- POD and milestone evidence visible to the relevant counterparty to confirm performance

5.2 With service providers

We use trusted vendors for hosting, storage, analytics, and communications.

Payment providers: We may share necessary personal information and transaction metadata with our licensed third-party payment partners to process transactions, manage fraud/risk, and comply with regulatory requirements. We may also share information to handle payment issues.

5.3 With regulators / law enforcement

If required by law, subpoena, or to investigate fraud or safety incidents.

5.4 Business transfers

If Source2Site undergoes a merger, acquisition, or sale of assets, user information may transfer, subject to confidentiality and POPIA safeguards.

6. International transfers

We may store or process data outside South Africa (e.g., cloud infrastructure). Where we do, we ensure appropriate safeguards consistent with POPIA (and comparable regimes where applicable).

7. Security

We implement technical and organisational security measures to protect information (access controls, encryption, audit logs, secure storage, and monitoring). No system is perfectly secure; you are responsible for keeping your login credentials secure.

8. Retention

We retain information only as long as needed for:

- platform operations,
- dispute handling and audit trails,
- legal/compliance obligations.

Typical retention: verification and payout/refund support documents may be retained for **at least 5 years** to support lawful payouts/refunds and compliance record-keeping (or longer if required by our licensed third-party payment partner).

9. Your rights

Subject to POPIA, you may request:

- access to your personal information,
- correction/updating,
- deletion (where lawful and practical),
- objection to certain processing,
- withdrawal of consent (for marketing).

Email: info@source2site.co.za

10. Cookies

We use essential cookies for login/session and optional analytics cookies to understand usage and improve performance. You can manage cookies via your browser settings.

11. Changes to this policy

We may update this policy. If changes are material, we'll notify users via the platform or email.