

Privacy and POPIA Request Information Vorynix Systems
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Introduction
This document explains how individuals and organisations may exercise privacy rights relating to personal information processed by Vorynix Systems. It should be read together with the Privacy Policy, PAIA Manual, Website Terms of Use, Cookie Policy and any applicable project or service agreement. This document is intended to support compliance with the Protection of Personal Information Act 4 of 2013, commonly referred to as POPIA. POPIA regulates the processing of personal information by public and private bodies and gives data subjects rights concerning their personal information.

1. Responsible party
Registered entity: AgriX Systems (Pty) Ltd
Trading division: Vorynix Systems
Registration number: 2026 / 244372 / 07
Website: <https://vorynixsystems.co.za>
Privacy enquiries:
privacy@vorynixsystems.co.za
Information Officer:
informationofficer@vorynixsystems.co.za
General enquiries:
projects@vorynixsystems.co.za
Business address: Johannesburg, Gauteng, South Africa
Telephone: +27 69 751 8804
In this document, Vorynix, we, us or our refers to the responsible entity operating through Vorynix

Systems. Data subject, you or your refers to the person or organisation to whom personal information relates. Personal information has the meaning given to it under POPIA. Processing includes collecting, receiving, recording, storing, updating, using, sharing, restricting, deleting or destroying personal information.

2. Purpose of the Privacy Request Centre

The Vorynix Privacy Request Centre provides a structured way for data subjects to ask whether Vorynix holds their personal information, request access, request correction, request deletion or destruction where legally appropriate, object to certain processing, withdraw consent, opt out of direct marketing, report a privacy concern, report suspected unauthorised access or a security incident, and contact the Information Officer. A privacy request does not automatically require Vorynix to delete or disclose every requested record. Each request must be assessed against POPIA, PAIA, contractual obligations, third-party rights and other applicable legal requirements.

3. Rights available to data subjects

Subject to applicable law, a data subject may exercise rights including confirmation that personal information is held, access to personal information, correction of inaccurate information, deletion or destruction where legally appropriate, objection to processing, withdrawal of consent, direct-marketing opt-out and lodging a

complaint. Confirmation that personal information is held must be provided free of charge after

adequate proof of identity has been supplied. Access may include a copy or description of personal information, information about processing purposes, information about third-party recipients or recipient categories, and the information in a reasonable and understandable format. Access requests may also be subject to PAIA procedures, prescribed fees and lawful grounds for refusal. Correction may be requested where personal information is inaccurate, incomplete, misleading, out of date or otherwise incorrect. Deletion or destruction may be requested where personal information is irrelevant, excessive, unlawfully obtained, no longer authorised to be retained, no longer required for the original purpose, or must otherwise be removed under applicable law. A data subject may object to certain processing on reasonable grounds relating to particular circumstances. The Information Regulator provides Form 1 for objection to processing of personal information. Where processing relies on consent, consent may be withdrawn. Withdrawal does not invalidate lawful processing that occurred before withdrawal and does not necessarily stop processing supported by another lawful ground. Non-essential direct-marketing communications may be stopped by using an unsubscribe mechanism where provided, replying with an opt-out request or emailing privacy@vorynixsystems.co.za. Operational, contractual, project, security and service-related communications may continue where reasonably necessary. 4. Requests not covered by this process The Privacy Request Centre is intended for personal-information and POPIA matters. Use the separate PAIA access process where you require access to organisational records that are not limited to your own personal information, such as contracts, company records, policies, project records, financial records, governance information or another category of record held by the responsible entity. PAIA requests should be directed to informationofficer@vorynixsystems.co.za. Further information is provided in the Vorynix PAIA Manual. 5. Prescribed POPIA forms The Information Regulator publishes prescribed forms, including Form 1 for objection to processing of personal information, Form 2 for correction or deletion of personal information, and Form 5 for complaints regarding interference with the protection of personal information. The official POPIA forms are available from the Information Regulator. Vorynix may also provide an online request form for convenience. Using the online form does not prevent a requester from submitting the official prescribed form where applicable. 6. How to submit a request Online: use the Privacy Request Centre on the Vorynix Systems website. Email: send privacy requests to privacy@vorynixsystems.co.za. Formal Information Officer correspondence may be sent to informationofficer@vorynixsystems.co.za. Physical delivery: requests may be delivered to the confirmed business location in Johannesburg, Gauteng, South Africa by prior arrangement where appropriate.

7. Information required in a request A request should provide enough information to allow Vorynix to identify, assess and respond to it. The request form may ask for full name, contact information, preferred response method, nature of the request, relationship with Vorynix, description of the personal information concerned, relevant project or communication reference, explanation of the requested action, supporting documents and proof of authority where acting for another person. You should avoid submitting unrelated sensitive information. 8. Request categories The online request form should allow the requester to select categories such as confirmation whether personal information is held, access, correction, deletion or destruction, objection to processing, withdrawal of consent, direct-marketing opt-out, privacy concern, suspected unauthorised disclosure, suspected security incident or another privacy-related request. Selecting the correct category helps the request reach the appropriate process more quickly. 9. Identity verification Vorynix must take reasonable steps to verify the identity of a requester before disclosing, correcting or deleting personal information. Verification protects

data subjects against impersonation, fraudulent requests, unauthorised disclosure, malicious deletion and account takeover. Vorynix may request information proportionate to the nature and risk of the request, such as confirmation from a known email address, a project or client reference, confirmation of previous communications, selected identification details, proof of representative authority, or a certified or redacted identity document where reasonably necessary. An identity-document upload should not be mandatory for every request. Where identity documents are supplied, unnecessary information should be redacted where possible, access will be restricted, and the document will not be retained longer than reasonably necessary.

10. Requests made on behalf of another person A representative may submit a request for another person where legally authorised. The representative may be required to provide proof of identity, written authority, power of attorney, guardianship documentation, executorship documentation, corporate authorisation or another valid basis for representation. Vorynix may contact the represented person directly where appropriate to confirm authority.

11. Children and persons requiring assistance Where a request concerns a child or a person unable to act independently, Vorynix may require proof that the requester is legally authorised to act for that person. Vorynix may provide reasonable assistance to persons who cannot complete the request process without support.

12. Acknowledgement of a request After receiving a request, Vorynix should acknowledge receipt, assign a request reference number, confirm the nature of the request, request additional information where necessary, identify any applicable prescribed form and begin the verification and assessment process. An acknowledgement confirms receipt only. It does not mean that the request has been approved.

13. Response period Vorynix will respond within the period required by applicable law or, where no precise period is prescribed, as soon as reasonably practicable. The response period may depend on complexity, volume of information, verification requirements, archived records, third-party consultation, legal restrictions, whether PAIA procedures apply and whether clarification is required. Vorynix will communicate material delays where reasonably possible.

14. Possible outcomes After assessment, Vorynix may confirm that no relevant personal information is held, provide access, provide partial access, correct information, delete or destroy information, restrict further processing, stop direct marketing, record an objection, request additional information, decline the request in full or in part, explain why information must be retained, or refer the requester to the appropriate PAIA process. The requester will be informed of the action taken.

15. Grounds for limiting or refusing a request A request may be limited or refused where permitted or required by law. Possible reasons include inability to verify identity, protection of another person's privacy, confidentiality obligations, legal privilege, fraud-prevention or security concerns, protection of trade secrets, contractual or statutory

retention duties, active or anticipated legal proceedings, the information no longer existing, the request falling outside POPIA, a lawful PAIA ground for refusal, deletion being technically impossible without affecting another lawful record, or the request being manifestly unfounded, fraudulent or abusive. Where only part of a record is restricted, Vorynix should provide the remaining accessible part where reasonably possible. 16. Records that may need to be retained A deletion request does not necessarily require deletion where Vorynix must retain information for accounting or taxation, contractual administration, dispute resolution, fraud prevention, legal claims, regulatory compliance, information-security records, proof of instructions or approvals, statutory retention periods or protection of legitimate rights. Where possible, information may be restricted rather than actively used while a retention requirement remains. 17. Correction disputes Where Vorynix and a data subject cannot agree on a requested correction, and the data subject asks it to do so, Vorynix may attach an indication to the relevant information recording that a correction was requested, the correction was not made and the information remains disputed. 18. Third parties previously given corrected information Where corrected or deleted information affected decisions relating to a data subject, Vorynix will, where reasonably practicable, notify relevant recipients to whom the information was previously disclosed. This may not be possible where the recipient cannot reasonably be identified, notification would involve disproportionate effort or another legal restriction applies.

19. Fees Vorynix will not charge a fee merely to confirm whether it holds personal information about a requester. Where a prescribed fee lawfully applies to providing copies, reproducing records or performing access-related services, the requester will receive a written estimate, the basis of the fee will be explained, a deposit may be requested where permitted and processing may depend on payment of the applicable fee. No fee should be charged for correcting an error, submitting an objection, withdrawing consent, opting out of direct marketing or reporting a privacy concern. 20. Direct-marketing requests A requester may ask Vorynix to stop direct marketing sent through email, SMS, telephone, messaging platforms or another communication method. The request should identify the email address or telephone number receiving the communication. Vorynix may retain a minimal suppression record to ensure that the person is not accidentally added to future marketing campaigns. A marketing opt-out does not automatically prevent communication relating to an active project, requested quotation, invoices, security, legal notices, service delivery or an existing contract. 21. Reporting a privacy concern A privacy concern may include unexpected collection of personal information, unauthorised disclosure, incorrect personal information, excessive information requests, use of information for an unexpected purpose, failure to honour an opt-out, access by an unauthorised person, or loss of a device or account containing personal information. Reports should be sent promptly

to privacy@vorynixsystems.co.za and should include what happened, when it happened, the information concerned, who may have received it, supporting evidence and the reporter's contact information.22. Suspected security incidentsA person may report a suspected incident involving compromised email, leaked credentials, unauthorised account access, exposed personal information, phishing or impersonation, incorrect disclosure, suspicious links or files, or a lost device containing project or client information. Reports may be submitted to privacy@vorynixsystems.co.za. Where there are reasonable grounds to believe that personal information has been accessed or acquired by an unauthorised person, POPIA requires the responsible party to notify the Information Regulator and affected data subjects as soon as reasonably possible, subject to limited lawful delay. A report from a member of the public does not automatically mean that a reportable security compromise has occurred. Vorynix must first assess the facts.23. Communication regarding a security compromiseWhere notification is legally required, affected data subjects may be informed by email, post, a prominent website notice, media publication or another method directed by the Information Regulator. The notice may include possible consequences, steps taken by Vorynix, recommended protective steps and the identity of the unauthorised person where known and lawful to disclose.

24. Confidentiality of requestsPrivacy requests will be handled on a need-to-know basis. Request information may be accessed by the Information Officer, authorised Vorynix personnel, legal advisers, relevant technical service providers, regulators or authorities where required. Information provided through a privacy request will not be used for unrelated marketing.25. Records of privacy requestsVorynix may retain records of privacy requests to demonstrate compliance, manage correspondence, prevent duplicate processing, respond to complaints, maintain evidence of decisions and comply with legal obligations. Privacy-request records will be protected and retained only for an appropriate period.26. Complaining to the Information RegulatorA person who is dissatisfied with Vorynix's handling of personal information or a POPIA request may lodge a complaint with the Information Regulator. The official complaint process is available through the Information Regulator.27. No retaliationVorynix will not disadvantage a person merely because that person exercised a privacy right, objected to processing, withdrew consent, requested correction, submitted a complaint or reported a suspected incident. This does not prevent Vorynix from enforcing legitimate contractual duties or protecting itself against fraudulent or abusive requests.28. Changes to this documentThis document may be updated where legal requirements change, prescribed forms change, contact information changes, Vorynix's processing activities change, request procedures change or Information Regulator guidance changes. The current version will display its effective date, last-updated date and version number.29. Contact detailsPrivacy

**requests: privacy@vorynixsystems.co.zaInformation Officer:
informationofficer@vorynixsystems.co.zaGeneral enquiries:
projects@vorynixsystems.co.zaResponsible entity: AgriX Systems (Pty) Ltd,
trading through Vorynix SystemsRegistration number: 2026 / 244372 /
07Address: Johannesburg, Gauteng, South AfricaTelephone: +27 69 751
8804Website: <https://vorynixsystems.co.za>Recommended online form
fieldsThe Privacy Request Centre should contain requester information,
request details,representation information, proportionate verification,
confirmations and submissionhandling.Suggested fields include full name,
email address, optional telephone number, preferredresponse method,
nature of request, relationship with Vorynix, project or
communicationreference, description of personal information concerned,
requested action, supportingcontext, whether the requester acts for
themselves, authority details where applicable,accurate-information
confirmation, authority confirmation and privacy-notice**

acknowledgement.The form should generate a request reference number and send an acknowledgement email.