

For everyone

Who processes your information

Every company that handles personal information on our behalf, what they do with it, and where.

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IN SHORT

- A privacy policy that says "our service providers" and stops is hiding the ball. This is the list.
- Each one processes on our written instructions and may not use your information for anything of their own.
- We update this page before a new provider touches your information, not after.
- Section 72 of POPIA governs the ones outside South Africa. Section 3 explains how.

A plain summary to orient you. The sections below are the agreement.

1. Why we publish this

Section 6 of the **Privacy policy** (toolbox.africa/legal/privacy) says we share information with service providers who process on our instructions. That is true of every company on earth and tells you nothing. This page names them.

A provider appears here if it can see personal information about you in the ordinary course of doing its job for us. A provider that only ever sees aggregated or de-identified numbers does not.

2. The providers

Google Firebase

OPERATED BY

Google LLC, United States.

WHAT

Signing you in with a one-time code, delivering push notifications to your device, reporting crashes, and remote configuration of the app. Analytics only where you have consented under [Cookies and tracking](doc:cookies).

SEES

Your email address or mobile number, a device token, the device model and operating system, crash diagnostics, and, with consent, which screens you use.

WHERE

Google's infrastructure, which may be outside South Africa. Covered by Google's data processing terms.

MongoDB Atlas

OPERATED BY

MongoDB, Inc., United States.

WHAT

The database ToolBox runs on. Everything in section 3 of the Privacy policy is stored here, including verification evidence, which is encrypted before it is written.

SEES

All personal information the app holds, in encrypted storage.

WHERE

TO BE CONFIRMED – the cluster region. We will state the country here once confirmed.

SMSPortal

OPERATED BY

SMSPortal (Pty) Ltd, South Africa.

WHAT

Sending the one-time code that verifies your mobile number.

SEES

Your mobile number and the code.

WHERE

South Africa.

Resend

OPERATED BY

Resend, Inc., United States.

WHAT

Sending the emails we send you: sign-in codes, and the service messages the Privacy policy describes.

SEES

Your email address and the content of the email.

WHERE

United States.

Google Maps Platform

OPERATED BY

Google LLC, United States.

WHAT

Suggesting addresses as you type one, so you do not have to spell out a street. Requests go through our own server, so Google does not receive your account details, only the partial address you are typing.

SEES

The address text you type, and an approximate location if you have allowed it.

WHERE

Google's infrastructure.

Paystack

OPERATED BY

Paystack Payments South Africa (Pty) Ltd, a Stripe company.

WHAT

Processing card and bank payments: a homeowner paying a tradesperson through ToolBox, and a tradesperson paying for the ToolBox Pro subscription. Paystack holds the card details; we never see a card number.

SEES

The payer's email address and name, the amount, and the card or bank account used to pay. For a tradesperson paid through ToolBox, the bank, account holder and account number their payments settle to.

WHERE

TO BE CONFIRMED: South Africa, and possibly other countries as part of Stripe. We will state where it is processed here, and the safeguards for any transfer abroad, before billing starts. Paystack's own privacy policy applies to the card details it holds.

Google Play and the Apple App Store

OPERATED BY

Google LLC and Apple Inc.

WHAT

Distributing the app. They take no payments for ToolBox.

SEES

Your store account, which is theirs.

WHERE

Their infrastructure. Their own privacy policies apply to your store account.

Google Cloud Vision

OPERATED BY

Google LLC, United States.

WHAT

Checking photographs for explicit or violent content as they are uploaded, and reading any text in a photo sent in a message so contact details in it can be held back until a hire.

SEES

The photograph, for the time it takes to check it. Not kept by Google and not used to train its models.

WHERE

Google's servers in the European Union.

Google Gemini API

OPERATED BY

Google LLC, United States.

WHAT

Reading the text of a proof of address document, and checking message text for threats, harassment, hate and scams that our own word filter misses.

SEES

The document, or the message with contact details already taken out and a few earlier messages from the thread for context. Not your name or account details. Not used to improve Google's products.

WHERE

Google's infrastructure, which may be outside South Africa.

Speech-to-text

OPERATED BY

TO BE CONFIRMED.

WHAT

Turning a voice note into text.

SEES

The voice note, for the time it takes to process it. Not used to train the provider's models.

WHERE

TO BE CONFIRMED.

Server hosting

OPERATED BY

TO BE CONFIRMED.

WHAT

Running the ToolBox backend.

SEES

Everything that passes through the app, in transit and in memory.

WHERE

TO BE CONFIRMED.

3. The ones outside South Africa

Section 72 of POPIA permits personal information to leave South Africa only on defined grounds. For every provider above that is outside the country, we rely on a written agreement that binds the provider to conditions substantially similar to POPIA's, including the eight conditions for lawful processing and a prohibition on onward transfer without the same protection. Where a provider publishes standard data processing terms, those terms are the agreement; where it does not, we have a signed one.

You may ask us for the relevant terms at privacy@toolbox.africa.

4. Independent responsible parties

Some organisations receive your information and then decide for themselves what to do with it. They are not processing on our instructions, so they are not on the list above, and their own privacy notices govern what they do:

- **The tradesperson you hire**, for your name, number and address. See section 11 of the **Terms for tradespeople** (toolbox.africa/legal/pro-terms).
- **Registration bodies** we confirm a tradesperson's number with: PIRB, SAQCC Gas, the ECB, PSIRA, the NHBRC and the CIDB.
- **The SAPS, the Information Regulator, the National Consumer Commission and trade regulators**, where we report a matter or answer a lawful request.

5. Changes

We add a provider here before it processes anything, and we give notice under section 17 of the Privacy policy where a new provider materially changes where your information goes. Removed providers are listed for 12 months afterwards with the date they stopped, so that the history is visible.

If anything here is unclear, ask before you rely on it. We would rather explain a clause than argue about it later.