REF · DF-COC-001

Data Privacy Compliance Code of Conduct

How we protect the information our drones capture, and how we comply with South Africa's Protection of Personal Information Act (POPIA), for our clients.

Because our service puts cameras in the air, privacy is the first thing clients ask about, rightly so. In plain terms: **we collect only what your job needs, we never repurpose your footage, a qualified person (not an algorithm) makes every decision, we keep recorded footage only as long as needed, and you can always check what we hold.** The essentials are below; the full Compliance Code of Conduct is available on request.

01 What we capture and don't

- Only what the job requires: **video, thermal and flight data**.
- **No facial recognition** or biometrics as standard.
- Routine patrols are **live-only, not recorded**.
- Number-plate checks **only** for suspicious-vehicle follow up.

02 Who is in control

- **You are the responsible part,** we act as your **operator**.
- A licensed BVLOS pilot, **not an algorithm,** decides.
- Governed by a **written POPIA operator agreement**.
- We rely on **legitimate interest**, not consent.

03 Is it secure? Three answers

THE PLATFORM

- **International security and privacy certification**
- **Strong cryptography**
- **End to end encryption**
- No open or public streaming

OUR CONTROL ROOM

- **SAIDSA-graded, PSIRA-compliant** command centre
- Secured facility and workstations
- Access controlled, every view logged
- Every flight managed, monitored and recorded

OUR PILOTS

- **SACAA-licensed** BVLOS remote pilots
- Flights controlled under **CAA law**
- Vetted
- Ongoing periodic re-checks

04 Where your data lives

- **Default:** secure managed cloud.
- **On request:** hosted in South Africa, data stays in-country.

05 How long we keep it

- Patrols **not recorded,** nothing is saved.
- Incidents stored in an **encrypted evidence locker**; benchmarked to 24–72 hours.
- **Deleted on your instruction**; every access logged.

YOUR RIGHTS AND HOW TO REACH US

- Ask what we hold, raise a concern or complain, **anytime**.
- A request to be forgotten? As operator, we **refer it to you** and assist.
- You may also approach the **Information Regulator of South Africa**.

Information Officer: David de Lima · info@24-7droneforce.co.za · 010 140 1690

LICENSED AND CERTIFIED

SACAA ASL G1369D	UASOC SACAA/UASOC/G1369D	PSIRA 4610416
SAIDSA CONTROL ROOM	ISO/IEC 27001:2022	POPIA-ALIGNED