



Privacy Policy for the neXgro Mobile Application

Last Updated: 28 April 2026

1. Introduction

The neXgro Mobile Application ("the App") has been developed and is operated and maintained by or on behalf of neXgro Bemarking (Pty) Ltd ("neXgro", "we" or "us").

We understand that when sharing personal information with us, we are placed in a position of trust. We are committed to processing your personal information lawfully, securely and transparently in accordance with the applicable data protection legislation (including the *Protection of Personal Information Act, 2013* ("POPIA") and the requirements of the Google Play and Apple App stores.

This Privacy Policy explains how we collect, use, disclose and safeguard your personal information when you download and make use the App.

By using the App, you consent to the processing of your personal information as described in this Privacy Policy.

2. Scope of this Privacy Policy

This Privacy Notice applies to the mobile App only. It does not apply to any other services, websites or platforms operated by neXgro.

3. How Information is Collected

We collect information that identifies or can be used to identify you ("personal information") in one of the following ways:

- 3.1 **Information you provide:** Information you make available to us.
- 3.2 **Automatically collected Information:** Information that is automatically collected via the App such as a Device ID, or usage data.
- 3.3 **Device Permissions:** With your permission, we may access your device camera, media gallery or location to provide specific App functionalities.

4. Information We Collect and How We Use It

To provide you with our service, the App requires certain personal information and device capabilities. We do not collect personal information or other data unrelated to the purpose of the App.

Depending on how you use the App, we may collect the following categories of personal information: -

4.1 Authentication and Profile Information

The App may be freely downloaded, but certain features of the App are only accessible to registered customers of neXdeal (Pty) Ltd ("neXdeal"). You will log into the App via your neXdeal account. Unfortunately, you cannot create an account for yourself directly within the App. If required, please reach out to the neXdeal team, who will create and assign a neXdeal account whereafter you can log in to the App.

- **What we collect** – When you log in with your neXdeal account information, we collect authentication tokens and basic profile information tied to your neXdeal account such as a name and email address. The authentication is done using Microsoft Entra ID.
- **How we use it**- The information is used to verify your identity, enable access to the assigned features of the App and to maintain a secure session.

4.2 Location Information

- **What we collect** – Precise (fine) and approximate (coarse) location data is only collected with your explicit permission.
- **How we use it**- Location data is primarily used to provide location-based features such as localised weather forecasts.

Location data is only collected while the the App is in use and can be disabled at any time via your device settings.

4.3 Camera and Media Library Access

- **What we collect** - The App can capture photos using your device camera or images from your device's media library. This is only done with your explicit permission which is managed via the App's settings.
- **How we use it** - Enabling this feature allows you to capture photos directly within the App alternative to upload existing images from your library (e.g when uploading an existing document).

The App does not record audio, and your camera is never accessed in the background without your knowledge.

4.4 Local Storage and Files

- **What we collect** - the App requires read/ write access to your device's external storage.
- **How we use is** – The information is used to allow you to download, save or upload documents and images, and for localised data caching to improve the offline performance of the App.

The App does not scan or access unrelated files on your device.

4.5 **Device Information and Push Notifications**

- **What we collect** - Basic technical information about your mobile device (such as the device type, operating system, app version, network status and push notification tokens).
- **How we use it** - The information is used to ensure the App is compatible with your device, that it functions properly, and to route timely push notification to your device. We collect temporary device tokens for this purpose. Push notification tokens are used solely to route messages and are not used for advertising or profiling.

5. **Use of third-party Software Development Kits (“SDK’s”)**

The App integrates trusted third-party SDK's to support certain critical functionalities. These SDK's may collect information such as device identifiers, IP address, usage data and diagnostic information in accordance with their respective privacy policies.

Third-party SDK's we use include:

- **Microsoft Entra ID (Authentication) – User Authentication**

Used to securely manage and facilitate your sign-in process. User identity and authentication tokens are processed by Microsoft.

For more information on how Microsoft collect and use your information please review the applicable privacy policy at [Microsoft Privacy Statement](#).

- **Firebase Cloud messaging (Google) – Push Notifications**

Used for delivering cross-platform push notifications seamlessly to Android devices. Firebase processes a unique FCM token tied to App installation.

For more information on how Google use and collect your personal information please review the applicable privacy policy at [Google Privacy Policy](#)

- **Microsoft Azure Notification Hubs – Notification routing**

Works alongside Firebase to safely route and manage dynamic push notifications at scale.

6. **Tracking and Advertising**

We do not track App users across third party applications or websites for targeted advertising purposes. All data collected by the App is used strictly to enable App functionalities, authentication and service delivery.

7. **Data Sharing and Disclosure**

We may share limited personal information in the following circumstances:

- With **service providers**, including the SDK providers listed above, strictly to operate the App.

- With **neXdeal** - as account login is administer through neXdeal
- For **legal or regulatory reasons** - where disclosure is required by law or when processing a valid legal request.

All data sharing is subject to appropriate safeguards. We never sell any personal information to data brokers or any other third party.

8. Data Retention and Account Deletion

8.1 Account Management

Because App access is linked to your neXdeal account, account creation and deletion is handled administratively.

8.2 Requesting Deletion

To delete your account or revoke access, please contact the neXdeal support team.

Once your neXdeal account is terminated, you can no longer log into the App, and only certain basic features will be accessible.

8.3 Data retention

We retain your personal and device information only for as long as we provide the App's core services to you. Once you uninstall or delete the App, all active session data and associated authentication tokens are securely deleted or anonymised.

9 Data Security

We implement appropriate technical and organisation measures to protect personal information against unauthorised access, loss, misuse or disclosure. While we take reasonable precautions, no date transmission over the internet or data storage system can be guaranteed to be 100% secure.

10 Your Rights

In terms of the POPIA, you have the following rights:

- **Access** – you can request access to the personal information we hold about you
- **Correction** – you can request that we correct any inaccuracies in your personal information
- **Deletion** – you can request that we delete your personal information
- **Restriction** – you can request that we restrict the processing of your personal information
- **Objection** -you can object to the processing of your personal information
- **To lodge a complaint** – if you believe that your rights have been violates you may lay a complaint with the Information Regulator at <https://inforegulator.org.za/complaints/>

To exercise any of these rights, please get in touch with us.

11 Changes to this Privacy Policy

We may update this Privacy Policy from time to time.

Any changes will be reflected by updating the "Last Updated" date and, where appropriate via a in-app notification. Please review this privacy policy periodically for any changes.

12 Contact Us

If you have any queries or complaints about this privacy policy, please don't hesitate to contact one of our information officers:

Information Officer: Madelize Delpont

Address: 22 Furrow Road, Diswilmar AH, Krugersdorp, 1746

Email: madelize.delpont@nexgro.co.za

Tel: 011 692 4400

Deputy Information Officer: Lynette Steyn

Address: 22 Furrow Road, Diswilmar AH, Krugersdorp, 1746

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