8 Gates AI — Privacy Policy

Effective date: 30 October 2026 | Version: 1.2

1. Who I am

1.1 This policy explains how 8 Gates AI collects and uses personal information, in line with the Protection of Personal Information Act 4 of 2013 ("POPIA").

1.2 **Responsible party:** Mario Jansen, a sole proprietor trading as 8 Gates AI. **Information Officer:** Mario Jansen (registered with the Information Regulator, registration number 2026-069606, from 19 October 2026). **Contact:** 8gatesai@gmail.com. **Address:** 93 Bergsig Garden Village, Springfontein St, Durbanville, 7550, South Africa.

1.3 It covers: visitors to my website (mariojansen.com); people who enquire, book or are contacted by me (leads); and my clients and their staff.

1.4 When I build or run systems that process **my clients' customers'** personal information, the client is the responsible party and I act as its **operator** under a written operator agreement (POPIA sections 20 and 21). I process that information only on the client's instructions. Those customers should read the client's own privacy notice.

2. What I collect and why

Who	Information	Purpose	Lawful basis (POPIA s11)
Website visitors	Technical data such as IP address, browser and device type, pages viewed and referring site, in my host's server logs and through spam protection on the forms (I do not use analytics tools)	Run, secure and improve the website	Legitimate interest
Enquiries and bookings	Name, business name, email, phone or WhatsApp number, message content; for the AI Quick Start, the intake form (your business, tools and how you spend your time) and payment details (payer name, amount, reference and, for EFT, your proof of payment; I do not receive full card details)	Respond to you, prepare quotes, book and deliver sessions, issue receipts	Steps at your request to conclude a contract; contract; legitimate interest

Business profile and preferences (AI Quick Start sign-up)	Your role, business website, industry, country, number of staff, weekly enquiry volume, pain points, the top thing you want fixed, current tools, budget range, preferred session times, timezone and contact channel, and how you heard of me	Check that the Quick Start fits your needs, prepare and schedule your session and AI plan, contact you on the channel you prefer, and understand which channels bring me clients	Steps at your request to conclude a contract; contract; legitimate interest
Referrers	The name of the person who referred you, as you give it to me	Thank the referrer and record where bookings come from	Legitimate interest
Business leads	Name, job title, business name, business email or phone, publicly available business information (for example a company website or LinkedIn profile), and my notes on contact	Business-to-business outreach about my services	Legitimate interest, and section 69 (see section 4)
Clients and their staff	Contact and billing details, contracts and order forms, communications, meeting notes, hours logs, payment records, and the access details needed for the work	Deliver the services, support, billing, record-keeping and legal compliance	Contract; legal obligation; legitimate interest
People in content	Images, video, voice and likeness, with documented consent	Content, AI presenter and voice work requested by a client	Consent

2.2 I collect information directly from you, from your business (if you are a client's staff member), or from public business sources. Sometimes I receive information about a person from someone else: for example, when a client names the person who referred them, or when screenshots or files sent to me show other people's details. In those cases I tell the person about it as section 18 of POPIA requires (for example, when I thank a referrer), unless an exception in section 18(4) applies. I do not intentionally collect special personal information or information about children. If a client's work involves it (for example, at a medical practice), I handle it only as the client's operator and with extra safeguards.

2.3 I do not sell personal information, and I do not use your data, or my clients' data, to train AI models. Where a tool lets me switch off training on my data, I do.

2.4 **Tick boxes at booking.** When you book the AI Quick Start, you tick "I have read the Privacy Policy" and "I accept the Quick Start Terms" (both required). Marketing is a separate, optional box that is unticked by default. I do not ask for a separate consent to process your information,

because I rely on the grounds in the table above; your marketing consent can be withdrawn at any time (section 4).

2.5 **Intake forms, screenshots and files.** Please blur or remove the names and contact details of your customers and staff, and do not send passwords or sensitive personal information (for example health, financial or identity details). Any information about other people that still appears in screenshots or files is processed only for your session and AI plan, and then deleted (section 9).

3. Automated decisions

3.1 I use AI tools to help draft messages, summarise notes and organise information. A person reviews the output; I do not make decisions with legal or similarly significant effects about you based solely on automated processing. Whether a Quick Start booking fits, and any decision to decline and refund it, is made by a person.

4. Direct marketing (POPIA section 69)

4.1 I send electronic marketing (email, SMS or WhatsApp) only: (a) to my clients, about my own similar services, where they were given the chance to object when I collected their details; or (b) to people who have given me their consent.

4.2 If you are not a client and have not consented, I may contact you once to ask for your consent to receive marketing, as POPIA allows. That request contains no marketing content. If you do not consent, or do not reply, I will not send you marketing.

4.3 Every marketing message includes my contact details and a simple way to opt out. If you opt out, I record it and do not contact you again for marketing. You can also opt out at any time by emailing 8gatesai@gmail.com or replying "STOP" or "unsubscribe".

5. Cookies

5.1 I do not use analytics, advertising or tracking cookies.

5.2 Spam and bot protection on my forms is provided by Cloudflare Turnstile, which may set strictly necessary cookies or use similar local storage to tell people from automated bots. These are needed for the forms to work securely. I do not use third-party font services. My search-engine plugin (Yoast SEO) does not track visitors. Before I add any non-essential cookies, I will update this policy and ask for your consent. You can block or delete cookies in your browser settings, but blocking strictly necessary cookies may stop the forms from working.

6. Who I share information with (operators)

6.1 I share personal information only as needed, with service providers that process it on my behalf under contracts or terms requiring confidentiality and security (POPIA sections 20 and 21). They include providers of: cloud email, calendar and document storage (including sending website form notifications); AI services; online meetings; messaging; website hosting and backups; website spam protection; payment services (banks and Wise for EFT payments, and PayPal for card payments); social media scheduling and design; and secure credential storage.

6.2 I may also disclose information to professional advisers (such as an attorney or accountant), where the law requires it, or to protect my legal rights.

6.3 My website. The website runs on WordPress and is hosted by Afrihost (Pty) Ltd, on servers in South Africa. My booking, enquiry and intake forms run on Forminator (a WordPress plugin by WPMU DEV), and form entries and uploads are stored in the website's own database on Afrihost's servers. When you submit a form, an email notification of your entry is sent to me through my Gmail account (Google), using the FluentSMTP plugin. Spam protection on the forms is provided by Cloudflare Turnstile, which processes technical data such as your IP address and browser signals. Backups of the website, which may include form entries, are made with UpdraftPlus and kept only on Afrihost's servers in South Africa, with no remote or cloud copy. I do not use third-party font services. My search-engine plugin (Yoast SEO) does not track visitors.

6.4 WhatsApp button. If you click the WhatsApp chat button on the website, WhatsApp (owned by Meta) opens and handles that chat under its own terms and privacy policy. I receive your messages, name and number as shown in WhatsApp, and use them as described in this policy for enquiries.

7. Cross-border transfers (POPIA section 72)

7.1 Many cloud, AI and payment service providers are based in, or store data in, the United States, the European Union or other countries outside South Africa. Your personal information may therefore be transferred to, stored in or accessed from those countries. This includes payment data processed by Wise and PayPal, form notification emails sent through Gmail (Google), WhatsApp chats started through the website button (Meta) and spam-protection data processed by Cloudflare. My website is hosted on servers in South Africa, so form entries and uploads stored in its database are not transferred outside South Africa for hosting. Website backups, which may include form entries, are kept only on Afrihost's servers in South Africa.

7.2 I transfer information outside South Africa only where section 72 allows it, for example: where the recipient is subject to law, binding corporate rules or a binding agreement giving protection substantially similar to POPIA (such as a data processing agreement or standard contractual clauses); where you consent; or where the transfer is necessary for a contract with you or in your interest. Clients agree to transfers for their projects in the Client Service Agreement.

7.3 For AI Quick Start clients who have not signed a Client Service Agreement, transfers rest on section 72(1)(c) (the transfer is necessary to perform the contract with you) and, where relevant, your consent under section 72(1)(b).

8. Security

8.1 I take appropriate, reasonable technical and organisational measures (POPIA section 19), including: access only to what the work needs; strong, unique passwords stored in an encrypted password manager; two-factor authentication; devices protected by a password or PIN screen lock, automatic security updates and antivirus or malware protection; and removing my access when the work ends.

8.2 If I believe your personal information has been accessed by an unauthorised person, I will notify you and the Information Regulator as required by section 22 (or, for client data, notify the client promptly so that it can do so).

9. How long I keep information

Information	Retention

Client project data (data in or from the systems I work on, held for the project)	Deleted after project completion and full hand-over (for client data I process as an operator, as set out in the operator agreement)
Client contact details and project records	2 years after project completion
Invoices, payment records and signed agreements	5 years, as required by the Tax Administration Act 28 of 2011
Enquiries, leads and applicants that do not become clients (including Quick Start bookings declined and refunded under clause 7.3 of the Website Terms)	Deleted 6 months after collection or after the last contact (whichever is later). Opt-out and refusal records (name, contact detail, date and choice) are kept so that I can honour them. Payment and refund records are kept as invoices and payment records are.
AI Quick Start intake answers, screenshots and files (including any third-party information in them)	Deleted 90 days after the AI plan is delivered, unless you sign up for a package within that time (they are then kept as client project data)
Referrer names	Deleted 6 months after collection
Website server logs and spam-protection data	Up to 90 days, unless needed longer to investigate a security incident
Website backups (copies of the website, which may include form entries)	30 days (website backups are kept on Afrihost's servers in South Africa and deleted after 30 days)

9.2 I may keep information longer if the law requires it or for a legal claim, and then only for as long as needed (POPIA section 14).

10. Your rights

10.1 Under POPIA you may: ask whether I hold your personal information and request access to it; ask me to correct or delete information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained; object to processing based on legitimate interest, on reasonable grounds; object to direct marketing at any time; withdraw consent at any time (this does not affect processing already done); and complain to the Information Regulator.

10.2 To use any of these rights, email 8gatesai@gmail.com. I may ask you to verify your identity. I will respond within 30 days. You may use the prescribed forms under the POPIA Regulations (Form 1 to object, Form 2 to ask for correction or deletion), but you do not have to.

11. Complaints

11.1 Please contact me first at 8gatesai@gmail.com so that I can try to resolve your concern. You may also complain to the Information Regulator (South Africa): website inforegulator.org.za; POPIA complaints: POPIAComplaints@inforegulator.org.za (using POPIA Form 5, or through the Regulator's eServices portal); general enquiries: enquiries@inforegulator.org.za.

12. PAIA

12.1 Requests for access to records can be made under the Promotion of Access to Information Act 2 of 2000 (PAIA). My PAIA and POPIA manual is available on the website and on request from the Information Officer at 8gatesai@gmail.com, and requests for records can be sent to the same address.

13. Changes to this policy

13.1 I may update this policy. The current version, with its effective date, is published on the website. If a change materially affects how I use your information, I will tell clients directly.

Contact: Information Officer, 8 Gates AI — 8gatesai@gmail.com — 93 Bergsig Garden Village, Springfontein St, Durbanville, 7550, South Africa