



Privacy Policy

POPIA Notice | Last updated 1 June 2026

Company	Swoop Financial Solutions (Pty) Ltd
Registration number	2023/883589/07
FSP number	53726
Website	https://myswoop.co.za
Information Officer	Divan Myburgh
Contact	admin@myswoop.co.za info@myswoop.co.za +27 72 727 2564
Registered address	17 Lundy Island Avenue, Plettenberg Bay, 6600, South Africa

1. Purpose

This Privacy Policy explains how Swoop collects, uses, stores, shares and protects personal information when clients, prospective clients, representatives, service providers and website visitors interact with Swoop.

Swoop is a South African Bitcoin-first fintech and crypto asset service provider. Swoop processes personal information to provide services, meet regulatory duties, prevent financial crime and manage client relationships.

2. Personal Information We Collect

- Identity and contact information, including name, identity or passport details, date of birth, email, phone number and address.
- KYC/KYB information, including beneficial ownership, director/representative information, proof of address and verification results.
- Financial and transactional information, including bank details, source of funds/source of wealth information, transaction history, wallet information and payment references.
- Screening information, including sanctions, politically exposed or influential person indicators, adverse media and high-risk jurisdiction results.
- Technical and website information, including device, log, usage and cookie-related information where applicable.
- Communications with Swoop, including support requests, onboarding forms, declarations, complaints and service messages.

3. Why We Process Personal Information

- To onboard, verify and risk-rate clients.

- To provide BTC-to-ZAR, ZAR-to-BTC, transfer, settlement, education/onboarding and related services where available.
- To comply with the FIC Act, AML/CFT requirements, Travel Rule requirements, FSCA/FAIS/CASP obligations, POPIA, PAIA and other applicable laws.
- To screen clients and transactions for sanctions, terrorist financing, money laundering, fraud, adverse media and other financial crime risks.
- To process transactions, payments, refunds, reconciliations, complaints, support requests and service communications.
- To keep records, respond to regulators, auditors, banks and authorised service providers, and protect Swoop's rights and systems.

4. Sharing Personal Information

Swoop may share personal information only where lawful, necessary and proportionate. Recipients may include:

- KYC/KYB, screening, compliance and transaction monitoring providers.
- Crypto asset, liquidity, exchange, settlement, payment and banking providers involved in a client transaction.
- Professional advisers, compliance officers, auditors and legal advisers.
- Technology, cloud, email, document storage and support service providers.
- Regulators, law enforcement, courts, ombuds, banks or other authorities where required or permitted by law.

5. Cross-Border Processing

Some providers or systems may process information outside South Africa. Where this occurs, Swoop will take reasonable steps to ensure appropriate safeguards, contractual protections or lawful transfer grounds are in place.

6. Security

Swoop applies administrative, technical and organisational safeguards appropriate to the nature of the information and the risks involved. These may include access control, provider due diligence, secure storage, confidentiality obligations, monitoring and incident response procedures.

7. Retention

Swoop retains personal information for as long as necessary for the purpose collected, to provide services, to meet legal and regulatory duties, to resolve disputes and to maintain required records. AML/CFT and transaction records may need to be retained for at least the period required under applicable law.

8. Data Subject Rights

Subject to applicable law, data subjects may request access to, correction of, deletion of, or objection to certain processing of personal information. Requests may be sent to Swoop using the contact details in this policy. Swoop may need to verify identity before responding.

9. Security Compromises

If Swoop has reasonable grounds to believe that personal information has been accessed or acquired by an unauthorised person, Swoop will follow its security compromise process, including notification to the Information Regulator and affected data subjects where required.

10. Contact

Information Officer: Divan Myburgh
 Email: admin@myswoop.co.za
 General email: info@myswoop.co.za

Telephone: +27 72 727 2564

Address: 17 Lundy Island Avenue, Plettenberg Bay, 6600, South Africa

11. Version Control

Version	Date	Owner	Notes
v1.0	1 June 2026	Information Officer	Finalised for website use.