



Privacy Policy

IndigoSat (South Africa) (Pty) Ltd • Last updated 15 July 2026

Our commitment. IndigoSat respects privacy and processes personal information lawfully, reasonably, transparently and securely. This policy explains what we collect, why we use it, who may receive it and the rights available to you.

1. About IndigoSat

IndigoSat (South Africa) (Pty) Ltd (“IndigoSat”, “we”, “us” or “our”) provides aircraft-tracking, satellite-communication and related products and services.

Registration number: 2001/012784/07 Address: 7 Shamrock Street, Ferndale, 2194 Telephone: +27 (0) 10 035 0348 Website: <https://indigosat.com/>

2. Who this policy applies to

This policy applies when you visit our website, contact us, request a quotation, purchase or use our products or services, access our applications, use Mitrac, or otherwise interact with IndigoSat. It may apply to customers, prospects, customer personnel, aircraft owners and operators, pilots, crew, authorised tracking users, suppliers and other correspondents.

Employee information is addressed separately in IndigoSat’s Employee Privacy Notice.

3. Personal information we may collect

- Names, companies, job titles, email addresses, telephone numbers and addresses.
- Quotation, order, contract, account, installation, service, support and correspondence information.
- Website enquiries, communication preferences and direct-marketing choices.
- IP addresses, device and browser information, cookies and website-usage information.
- Aircraft and tracking-device identifiers, time-stamped positions, flight tracks, alerts, platform activity and authorised-user information.
- Technical logs and security information used to administer systems, diagnose faults and prevent misuse.
- Information required to meet a legal obligation or respond to a lawful request.

IndigoSat does not intentionally request identity-document/passport numbers or customer banking information unless it is genuinely required for a particular lawful purpose.

4. Aircraft-tracking information

IndigoSat provides aircraft-tracking and related safety services through Mitrac. Depending on the service and customer instructions, information processed may include aircraft and tracking-device identifiers, time-stamped aircraft positions, flight tracks, alerts, platform activity, access logs and authorised-user information.

Aircraft-tracking information may reveal aircraft movements and, in some circumstances, information relating to pilots, crew, passengers, owners or operators. We treat this information as confidential and restrict access to authorised IndigoSat personnel and customer-authorised users.

In many cases, the customer determines why and how aircraft-tracking information is used and IndigoSat acts as an operator processing information on that customer's instructions. Customers remain responsible for giving affected persons appropriate notices and obtaining any permissions required for their use of the tracking service.

5. How and why we use personal information

We process personal information where necessary to perform a contract, comply with a legal obligation, protect a legitimate interest, pursue our legitimate business interests, or where valid consent has been provided and consent is the appropriate basis.

We may use information to:

- Provide aircraft-tracking, satellite-communication and related products and services.
- Prepare quotations and administer orders, contracts, accounts, installations, support and billing.
- Set up and support Mitrac and other authorised service accounts.
- Maintain aircraft-tracking history and respond to customer instructions.
- Diagnose technical problems, maintain service quality and provide safety-related alerts.
- Secure systems, control access, prevent misuse and investigate incidents.
- Respond to enquiries and send administrative or service communications.
- Conduct direct marketing where permitted by law.
- Meet legal and regulatory duties and establish, exercise or defend legal rights.

6. Sharing and service providers

We disclose information only where reasonably necessary and lawful. Recipients may include:

- Customer-authorised users and relevant customer personnel.
- Mitrac and Amazon Web Services (AWS) for aircraft-tracking services and hosting.
- Microsoft365, Outlook and OneDrive for business communications and document storage.
- Sage and authorised accounting or payroll support.
- Xneelo and relevant website, hosting or analytics providers.
- Contractors, insurers, auditors, legal advisers and other professional advisers.
- Regulators, courts, revenue authorities or law-enforcement bodies where legally required.

Service providers processing personal information for IndigoSat are required to maintain confidentiality, apply appropriate safeguards and process information according to applicable contractual and legal requirements.

7. International transfers

Some cloud and service providers may store information or permit authorised support access outside South Africa. Cross-border transfers will take place only where permitted under section 72 of the Protection of Personal Information Act 4 of 2013 (POPIA) and where an appropriate legal basis or safeguard applies.

Provider or system	Current position
Mitrac / AWS	Subject to AWS hosting arrangements
Microsoft365 / OneDrive / Outlook	Subject to Microsoft hosting arrangements
Sage	Subject to Sage hosting arrangements

Provider or system	Current position
Xneelo	Subject to Xneelo hosting arrangements

Safeguards may include adequate foreign protection, binding contractual safeguards, contractual necessity, valid consent where appropriate, or another basis permitted by POPIA. This policy will be updated when hosting locations are confirmed.

8. Retention

We retain personal information only for as long as reasonably necessary for the relevant purpose or as required by law, contract, a dispute or another lawful reason.

- Aircraft-tracking and location information: generally five years.
- Customer contracts and core account records: generally for the contract duration plus five years.
- Other records: according to IndigoSat's approved retention schedule and applicable legal requirements.

Information is securely deleted, anonymised or destroyed when it is no longer required, unless a legal hold or other lawful reason applies.

9. Security

We use appropriate and reasonable organisational and technical safeguards. These may include individual accounts, strong passwords, multi-factor authentication where available, role-based access, restricted OneDrive sharing, supported and updated devices, anti-malware, backups, access logs, employee confidentiality and training, supplier reviews, incident-response procedures and secure disposal.

No system can be guaranteed completely secure. We continually review safeguards in response to relevant risks and system changes.

10. Security compromises

We investigate suspected loss, unauthorised access, disclosure, alteration or destruction of personal information. Where POPIA requires, we will notify the Information Regulator and affected persons as soon as reasonably possible, subject to any lawful instruction delaying notification.

Where IndigoSat acts as an operator for a customer, we will notify the responsible customer in accordance with the applicable contract so that the customer can meet its legal obligations.

11. Direct marketing

We send electronic direct marketing only where permitted by law. Marketing communications will identify IndigoSat and provide a reasonable way to opt out. We will honour opt-out requests and may retain minimal suppression information solely to prevent further marketing.

12. Cookies and website information

Our website may use cookies and similar technologies to operate correctly, remember preferences, understand usage and improve our services. Essential cookies may be required for the website to function. Where non-essential analytics or marketing cookies are used, appropriate information and choices should be provided through the website's cookie settings or banner.

You can control cookies through your browser and, where available, the website's cookie controls. Disabling essential cookies may affect website functionality. Third-party services may apply their own privacy and cookie terms.

13. Your rights

Subject to POPIA, PAIA and other applicable law, you may:

- Ask whether we hold personal information about you and request access.
- Request correction or updating of inaccurate information.
- Request deletion where legally applicable.
- Object to certain processing.
- Withdraw consent where processing relies on consent.
- Opt out of direct marketing.
- Complain to IndigoSat or the Information Regulator.

We may verify your identity before responding. Information may not be deleted where we are legally or contractually required to retain it. A fee will be charged only where permitted by PAIA, POPIA or another applicable law and according to the prescribed fee schedule.

14. PAIA and access to company records

Our PAIA Manual explains how to request access to IndigoSat records. View the IndigoSat PAIA Manual .

Website administrator: Update the link above if the signed manual is published at a different URL.

15. Contact us and complaints

Information Officer: Gareth Willers, Director Email: info@indigosat.com Telephone: +27 (0) 10 035 0348
Address: 7 Shamrock Street, Ferndale, 2194 Information Regulator registration number: 2026-013021

You may also lodge a complaint with the Information Regulator of South Africa. Current forms and contact details are available at <https://infoeregulator.org.za/> .

16. Changes to this policy

We may update this policy when our services, systems, providers, legal obligations or processing activities change. The current version and last-updated date will be published on this page. Material changes may also be communicated through an appropriate additional channel.