Data Handling Guidelines

Security Measures and Data Protection Procedures

Data Security Measures

Critical Requirements

All drivers must strictly adhere to these security measures to protect sensitive information.

Device Security

- ✓ Use device passcode/biometrics
- ✓ Enable auto-lock feature
- ✓ Install security updates
- ✓ Use secure Wi-Fi only
- ✓ No rooted/jailbroken devices

App Security

- ✓ Regular password updates
- ✓ Two-factor authentication
- ✓ Unique login credentials
- ✓ No shared accounts
- ✓ Logout after each session

Physical Security

- ✓ Secure device storage

- ✓ No unattended devices

- ✓ Clean vehicle policy

- ✓ Document shredding

- ✓ Secure storage areas

Access Controls

Data Type	Access Level	Security Requirements
Personal Information	Restricted	Authentication required
Trip Data	Limited	In-app access only
Payment Information	Highly Restricted	Encrypted access
Performance Metrics	Personal Access	Individual login required

Storage Guidelines

Digital Storage

- ✓ App-based storage only

Document Storage

- ✓ Secure physical storage

✓ No local downloads

✓ No screenshots

✓ No cloud backups

✓ Regular cache clearing

✓ Limited retention period

✓ Proper disposal methods

✓ No unauthorized copies

✓ Access logging

Data Handling Procedures

Collection

✓ Minimal data collection

✓ Purpose specification

✓ Consent verification

✓ Secure transmission

Processing

✓ Authorized processing only

✓ Purpose limitation

✓ Data accuracy checks

✓ Processing records

Deletion

✓ Regular data review

✓ Secure deletion methods

✓ Deletion verification

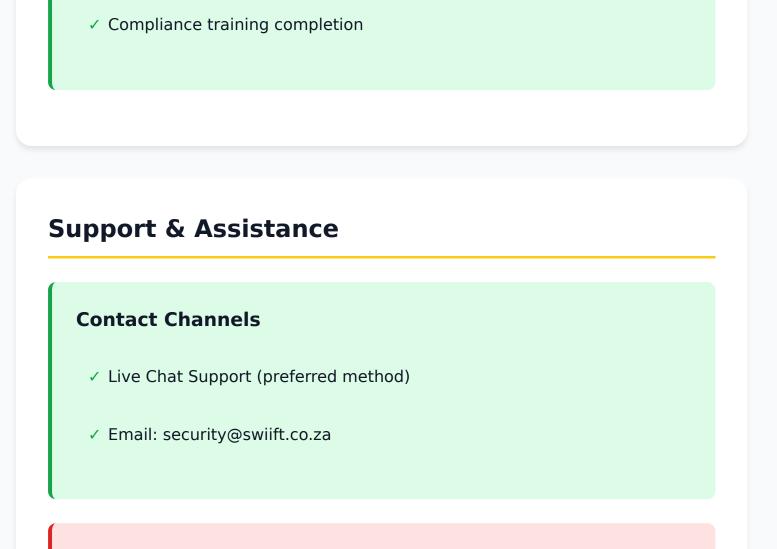✓ Audit trail maintenance

Data Breach Protocol

Immediate Actions Required

⚠ Report via Live Chat immediately

⚠ Secure all devices

⚠ Document the incident

⚠ Follow support instructions

Compliance Monitoring

Regular Compliance Checks

✓ Weekly security audits

✓ Access log reviews

✓ Security update verification

✓ Compliance training completion

Support & Assistance

Contact Channels

  ✓ Live Chat Support (preferred method)

  ✓ Email: security@swiift.co.za

Report all security concerns immediately through the appropriate channels.