



Performance! Call Center Dashboard Privacy Policy

Privacy notice for the Performance! Call Center Dashboard platform.

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Product	Performance! Call Center Dashboard
Responsible party	Trescent AI (Pty) Ltd
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Privacy contact	privacy@trescent.co.za
Website	https://pccd.co.za

Performance! Call Center Dashboard Privacy Policy

1. About this Privacy Policy

This Privacy Policy explains how **Trescent AI (Pty) Ltd**, registration number 2026/557303/07 ("Trescent AI", "we", "us" or "our"), collects, uses, stores, shares and protects personal information in connection with the Performance! Call Center Dashboard and related websites, portals, support services and communications (collectively, the "Platform").

This Policy should be read together with the Performance! Terms of Service, any applicable Order Form, Operator/Data Processing Addendum, Customer Agent Notice and any other notice presented when personal information is collected.

Performance! is the software product. Trescent AI is the legal entity that owns and operates the Platform.

2. Our details

Responsible party	Trescent AI (Pty) Ltd
Registration number	2026/557303/07
Physical address	13 Headingly Close, Sherwood, Port Elizabeth, South Africa
Privacy email	privacy@trescent.co.za
Security email	security@trescent.co.za
Telephone	+27 65 988 7072
Information Officer	Darryn Burton - Director and Information Officer
PAIA manual	https://trescent.co.za/legal/paia

3. Scope of this Policy

This Policy applies to personal information processed through:

- the Performance! marketing website and enquiry forms;
- customer registration, onboarding, subscription and billing processes;
- customer administration, supervisor and agent portals;
- live dashboards, leaderboards, targets, gamification and performance-history features;
- support, security, service communications and account management;
- approved integrations and application programming interfaces; and
- technical logs, cookies and similar technologies used in operating the Platform.

This Policy does not replace a customer's own employee, workplace or privacy notices. Customers remain responsible for explaining their employment and performance-management practices to their agents, employees and contractors.

4. Our roles under POPIA

4.1 Trescent AI as responsible party

Trescent AI generally acts as the responsible party where we determine why and how personal information is processed, including for customer registration, account administration, billing, website enquiries, support, service security, legal compliance and our own business communications.

4.2 Trescent AI as operator

Where a customer decides which agents or employees are listed, which metrics are recorded, how dashboards are configured and why performance information is used, that customer will generally act as the responsible party and Trescent AI will act as the operator processing the information on the customer's instructions.

Questions about an employer's use of agent-performance information, workplace monitoring, incentives, discipline or performance management should normally be directed to that employer's HR department, Information Officer or designated privacy contact.

5. Personal information we process

Category	Examples
Customer and account details	Names, surnames, job titles, company name, registration details, business address, email address, telephone number, account identifiers and authorised contacts.
User and authentication details	Username, email address, role, password hash, login history, session information, access permissions, password-reset records and multi-factor authentication information where enabled.
Agent and performance data	Name, surname, display name, agent identifier, team, campaign, targets, lead or outcome counts, ranking, target progress, champion streaks, achievements, badges, activity history and related work-performance metrics configured by the Customer.
Subscription and billing data	Selected plan, active-agent or seat counts, billing cycle, invoice details, billing address, tax information, payment status, transaction references, discounts, credits and account balances.
Support and communications	Support requests, emails, call notes, attachments, feedback, complaints, product requests and other correspondence.
Technical and usage information	IP address, device and browser information, timestamps, event and audit logs, error reports, security events, pages or features used and diagnostic information.
Website and marketing information	Enquiry details, marketing preferences, campaign source, cookie identifiers and analytics information where enabled.
Integration data	Information received from or sent to approved CRM, dialler, messaging, payment, reporting or other connected services, according to the Customer's configuration.

We do not intentionally require special personal information such as health, biometric, religious, political, trade-union or criminal information for the ordinary operation of Performance!. Customers must not submit such information unless it is necessary, lawful and expressly agreed with Trescent AI.

We do not sell personal information for money.

6. Where personal information comes from

- directly from customers, authorised users, website visitors and support contacts;
- from customer administrators who create users, upload agents or configure teams and campaigns;
- automatically from the Platform when users log in, submit activity, use features or generate reports;
- from payment, email, hosting, analytics or security providers used to operate the service;
- from approved third-party integrations configured by the Customer; and
- from public company records or business sources where reasonably necessary for customer verification and contracting.

7. Why we process personal information

Purpose	How the information is used
Provide the Platform	Create accounts; authenticate users; operate dashboards, portals, leaderboards, targets, gamification, reporting and historical records.
Administer subscriptions	Calculate base and per-agent fees; manage plans, trials, invoices, credits, renewals, suspensions and cancellations.
Support customers	Respond to requests, troubleshoot, configure accounts, investigate errors and communicate service information.
Protect the service	Detect misuse, prevent unauthorised access, maintain logs, investigate incidents and preserve Platform integrity.
Improve Performance!	Analyse use, repair defects, test features, develop reports and improve usability, using aggregated or de-identified information where reasonably possible.
Comply with law	Maintain records, respond to lawful requests, enforce agreements, manage disputes and meet tax, accounting, privacy and other legal obligations.
Communicate	Send operational, billing, security and product communications and, where permitted, marketing messages.

8. Grounds for processing

Depending on the circumstances, Trescent AI processes personal information on one or more grounds permitted by applicable law, including:

- to perform or take steps relating to a contract with a customer or authorised user;
- to comply with a legal obligation;
- to pursue the legitimate interests of Trescent AI, a customer or a third party, where those interests are not overridden by the data subject's rights;

- with the data subject's consent where consent is required; and
- on another lawful ground available under POPIA or other applicable legislation.

Where Trescent AI acts as an operator, the Customer is responsible for establishing the lawful basis for its processing instructions and workplace use of Agent Data.

9. Is providing personal information mandatory?

Some information is required to create an account, authenticate users, provide subscribed functionality, calculate fees, issue invoices, secure the Platform or comply with law. If required information is not provided, Trescent AI may be unable to create or maintain the account, deliver particular features, process a request or continue providing the Platform.

Information requested for optional marketing, surveys, profile customisation or non-essential analytics is voluntary unless clearly stated otherwise.

10. Agent Data, dashboards and performance visibility

Performance! is designed to display and analyse work-related performance information supplied or configured by the Customer. Depending on Customer settings, dashboards may display an agent's name, surname, display name or identifier together with targets, totals, rankings, progress, achievements and champion results.

The Customer determines which agents are included, what information is displayed, the workplace purpose for using the Platform and who may access the information. The Customer remains responsible for lawful workplace notices, consultation where required, data accuracy, fair use, employment decisions and compliance with labour and privacy law.

Trescent AI does not make employment, disciplinary, remuneration or promotion decisions for the Customer.

11. Billing and payment information

Trescent AI processes subscription, invoice, tax, payment-status and active-agent information to administer Customer accounts and subscriptions.

Payments are processed through Paystack South Africa (Pty) Ltd, an independent third-party payment provider. Where Paystack's hosted payment facilities are used, payment-card details are submitted directly to Paystack and are not intended to be received or stored by Trescent AI.

Paystack may process information such as the payer's name, contact details, transaction information, payment method and other information required to process, verify, settle or investigate a payment. Paystack processes this information according to its own terms, privacy policy and data-processing arrangements.

12. Cookies and similar technologies

The Performance! website and Platform may use cookies, local storage, session tokens and similar technologies for authentication, security, preferences, performance and analytics.

Essential technologies may be required for login, session management, security and core functionality. Non-essential analytics or marketing technologies should be activated only in accordance with the applicable consent or preference mechanism.

No non-essential user-behaviour analytics or marketing providers are currently used. Render provides operational infrastructure metrics, HTTP request logs and technical monitoring only.

Cookie notice or preference page: Not applicable at present. Trescent AI currently uses only essential cookies, local storage and session technologies required for authentication, security and core Platform functionality. If non-essential analytics or marketing technologies are introduced, an appropriate cookie notice and preference mechanism will be provided.

13. Sharing personal information

Trescent AI may disclose personal information only where reasonably necessary and permitted by law, including to:

- the Customer and its authorised administrators, supervisors and users;
- hosting, database, email, payment, analytics, security, support and infrastructure providers acting under appropriate obligations;
- professional advisers, auditors, insurers and financing or corporate-transaction advisers where necessary and subject to confidentiality;
- law-enforcement, courts, regulators or public authorities where disclosure is legally required or reasonably necessary to protect rights and security;
- a purchaser, investor, successor or transferee in connection with a proposed or completed corporate transaction, subject to appropriate safeguards; and
- other persons with the data subject's direction or consent.

Trescent AI requires service providers that process personal information on our behalf to use it only for authorised purposes and to apply appropriate confidentiality and security measures.

14. Subprocessors and service providers

The current providers used by Trescent AI to process personal information in connection with the Platform are listed in Schedule 1. Trescent AI will update this schedule when a material provider is added, replaced or removed.

A customer that has entered into a negotiated Data Processing Addendum may receive notice of material subprocessor changes in the manner agreed in that addendum.

15. Cross-border processing

Some service providers may process or store personal information outside South Africa. Where this occurs, Trescent AI will take reasonable steps to ensure that the transfer is permitted under POPIA, including through applicable law, contractual protections, consent where appropriate or another lawful transfer mechanism.

Primary hosting/database region: Frankfurt, Germany.

Customers should consider any cross-border requirements that apply to their own Agent Data and processing instructions.

16. Retention and deletion

Trescent AI retains personal information only for as long as reasonably necessary for the purposes described in this Policy, to provide the Platform, comply with legal and contractual obligations, resolve disputes, maintain security and enforce agreements.

Indicative retention periods are set out in Schedule 2. Retention may be extended where records are subject to a legal hold, dispute, investigation, backup cycle or mandatory record-keeping requirement. Information may be securely deleted or de-identified when no longer required.

17. Security

Trescent AI uses reasonable technical and organisational measures designed to protect personal information against accidental or unlawful loss, destruction, alteration, unauthorised disclosure, access or processing. Measures may include access controls, authentication, password hashing, role-based permissions, encrypted communications, hosting safeguards, audit logs, backups where implemented, monitoring and incident-response procedures.

No internet-connected service can be guaranteed completely secure. Customers and users must protect passwords, devices and access rights and must promptly remove users who no longer require access.

Security concerns or suspected incidents should be reported to security@trescent.co.za.

18. Security compromises

Where Trescent AI has reasonable grounds to believe that personal information for which it is the responsible party has been accessed or acquired by an unauthorised person, Trescent AI will investigate and provide notifications required by applicable law.

Where Trescent AI acts as an operator for Customer Data, Trescent AI will notify the Customer immediately after becoming aware of reasonable grounds to believe that personal information has been accessed or acquired by an unauthorised person. The Customer remains responsible for notifying the Information Regulator and affected data subjects, unless otherwise agreed or required by law.

19. Your privacy rights

Subject to POPIA and other applicable law, a data subject may have the right to:

- ask whether Trescent AI holds personal information about them and request access to it;
- request correction, updating or deletion of inaccurate, excessive, outdated, incomplete, misleading or unlawfully obtained information;
- object to processing in appropriate circumstances;
- withdraw consent where processing is based on consent, without affecting prior lawful processing;
- request information about the identity of third parties that have had access to the information where applicable;
- object to direct marketing and opt out of marketing communications; and
- submit a complaint to Trescent AI or the Information Regulator.

Trescent AI may need to verify the requester's identity and may refuse or limit a request where permitted by law, including where disclosure would adversely affect another person's rights or reveal protected confidential information.

20. Requests concerning Customer-controlled Agent Data

If an agent or employee asks Trescent AI to access, correct, delete or object to Agent Data controlled by a Customer, Trescent AI may refer the request to the Customer or assist the Customer in responding. The Customer remains responsible for deciding how the request should be handled where it is the responsible party.

Agents should normally direct workplace-data questions to their employer's HR department, Information Officer or privacy contact.

21. Direct marketing and service communications

Trescent AI may send operational messages necessary to provide the Platform, including login, billing, security, support, maintenance and account notices. These are not marketing communications and may be required for the service.

Marketing communications will be sent only where permitted by law. Recipients may opt out using the unsubscribe method in the message or by contacting the privacy email. Trescent AI may retain a minimal suppression record to ensure that an opt-out request continues to be respected.

22. Automated processing and decisions

Performance! automatically calculates totals, rankings, progress, achievements and similar outputs from data and rules configured by the Customer. These outputs are intended to support visibility, gamification and management insight.

The Platform is not intended to make a decision based solely on automated processing that produces legal consequences or a substantial adverse effect for an agent. Customers remain responsible for human review and for all employment, disciplinary, remuneration and performance-management decisions.

23. Children

Performance! is a business service and is not intended for use by children. Customers must not submit children's personal information unless the processing is lawful, necessary for the agreed service and expressly authorised by Trescent AI in writing.

24. Third-party services and links

The Platform may integrate with or link to third-party services. Their processing is governed by their own terms and privacy notices. Trescent AI is not responsible for a third party's independent privacy practices, although we will take reasonable steps when selecting providers that process personal information on our behalf.

25. Changes to this Policy

Trescent AI may update this Policy to reflect changes in the Platform, service providers, legal requirements or processing practices. The updated version will display a revised effective date. Material changes may also be communicated by email, in-app notice or another reasonable method.

26. Contacting us

Privacy requests and questions: privacy@trescent.co.za

Postal or physical address: 13 Headingly Close, Sherwood, Port Elizabeth, South Africa

Telephone: +27 65 988 7072

Information Officer: Darryn Burton - Director and Information Officer

27. Complaints to the Information Regulator

A data subject may lodge a complaint with the Information Regulator (South Africa). The Information Regulator's public contact details are:

Information Regulator (South Africa)

Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg

P.O. Box 31533, Braamfontein, Johannesburg, 2017

Telephone: 010 023 5200

Email: enquiries@inforegulator.org.za

Schedule 1. Current Subprocessors and Service Providers

Provider	Purpose and location
Render Services, Inc.	Cloud hosting, backend application infrastructure, database hosting and system logs. Region: Frankfurt, Germany.
Email and communications provider	No dedicated transactional platform-email provider is currently implemented. A2 Hosting, Inc. provides business email hosting and delivery infrastructure for support, privacy, security and company correspondence. Location: United States.
Payment provider	Paystack South Africa (Pty) Ltd — processing of subscription payments, payment verification, transaction records, refunds and settlement information.

Provider	Purpose and location
Analytics / error monitoring	Render Services, Inc. - infrastructure performance metrics, HTTP request metrics, service-health monitoring, application and deployment logs, audit logs and technical error diagnostics. No separate user-behaviour analytics provider is currently used.
Customer support / ticketing	Handled internally by Trescent AI (Pty) Ltd via support@pccd.co.za. No dedicated third-party ticketing provider is currently used.
Other integrations	Customer-configured integrations only. Trescent AI does not currently use any additional material third-party integrations as part of the standard Performance! service.

Schedule 2. Retention Schedule

Record type	Retention period
Customer account and contract records	Retained for the duration of the subscription and for five (5) years after termination, unless a longer retention period is required by law, necessary for an unresolved dispute, audit or investigation, or reasonably required to enforce contractual rights.
Invoices, payment and tax records	Seven (7) years from the end of the relevant financial year or transaction date, unless a longer period is required by law, an audit, investigation, dispute or outstanding tax matter.
Agent and performance data	Active subscription + 30-day export window; deletion or de-identification within 90 days after termination, subject to backups and legal holds.
Backups	Continuous point-in-time recovery for up to seven (7) days through Render's managed database backup system. Manually generated logical backups are retained by Render for seven (7) days.
Security, audit and access logs	14 days for application and access logs; at least 90 days for workspace audit logs, subject to legal holds and investigations.
Support communications	Three (3) years after closure, subject to legal holds and unresolved disputes.
Website enquiries	Twenty-four (24) months after the last communication, subject to legal holds or conversion into a customer record.
Marketing records	Until opt-out or withdrawal; minimal suppression record retained for the duration of direct-marketing activities.