

THE PROTECTION OF PERSONAL INFORMATION ACT

CUSTOMER CONSENT NOTICE

Privacy is paramount

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act No 4 of 2013 (“Act”).

We are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

Why?

We collect and process your personal information mainly to:

1. providing the Organisation’s services to clients
2. to communicate with clients.
3. confirming, verifying and updating client details.
4. conducting market or customer satisfaction research; and
5. in connection with and to comply with legal and regulatory requirements or when it is otherwise allowed by law.

We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes.

What?

For this purpose, we will collect:

1. title, full names, initials and identity number/ passport number of natural persons.
2. registration name and number or juristic person; and
3. tax numbers, contact number, email addresses, fax numbers, postal addresses and physical addresses.

We collect information directly from you where you provide us with your personal details.

Disclosure of information

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you.

We may also disclose your information where we have a duty or a right to disclose in terms of law or industry codes, where we believe it is necessary to protect our rights or to our auditors, legal advisors, etc.

Storage and retention and destruction of information

We will store your personal information electronically in a centralised data base, which, for operational reasons, will be accessible to all within the Organisation on a need to know and business basis, some of your personal information may be retained in hard copy.

We will ensure that your personal information will be held and/or stored securely.

Once your personal information is no longer required due to the fact that the purpose for which the personal information was held has come to an end and has expired, such personal information will be safely and securely archived for such periods as may be required by any law applicable in South Africa.

Thereafter we will ensure that such personal information is permanently destroyed.

Your Rights: Access to information

You have the right to request a copy of the personal information we hold about you.

You have the right to ask us to update, correct or delete your personal information.

How to contact us

If you have any queries about this notice, you need further information about our privacy practices, if you wish to withdraw consent, exercise preferences or access or correct your personal information, please contact us.

Declaration and informed Consent

I, the signatory hereby acknowledge that I have read the terms and conditions reflected above, that I fully understand the meaning and effect thereof, that all personal information supplied to the Organisation is accurate, up-to-date, not misleading and that it is complete in all respects, to immediately advise the Organisation of any changes to the personal information should any of these details change, to give the Organisation permission to process the personal information, as provided above, and acknowledge that I understand the purposes for which it is required and for which it will be used.