



PROVANTAGE

Provantage House
7 York Street
Kensington B
Randburg
2194

PO Box 3052,
Cramerview, 2060

**THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013
PRIVACY NOTICE**

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act, 4 of 2013 (“POPI”). By willingly providing us with your personal information, you consent to the processing thereof as detailed below.

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

1. Definition of personal information

According to POPI personal information is any information that can be utilised to reveal a person’s identity. Personal information relates to an identifiable, living, natural person, and where applicable, an identifiable, existing juristic person such as a company, (which term “person” relates herein to both an individual, a juristic person or a group or association as the context may indicate and is also referred to as the “data subject”), including, but not limited to information concerning:

- 1.1. race, gender, sex, pregnancy, marital status, national or ethnic origin, colour, sexual orientation, age, physical or mental health, disability, religion, conscience, belief, culture, language and birth of a person;**
- 1.2. information relating to the education, medical, financial, criminal or employment history of a person;**
- 1.3. any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person;**
- 1.4. the biometric information of the person;**
- 1.5. personal opinions, views or preferences of the person;**
- 1.6. correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;**
- 1.7. the views or opinions of another individual about the person;**
- 1.8. the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.**

2. The information we collect

We collect and process your personal information:

- 2.1. to contact you for the purposes of understanding your requirements and delivering services accordingly;**
- 2.2. to assess your credit worthiness to enter into a contract for the provision of services by contacting persons, credit bureaus or businesses to confirm trade references;**
- 2.3. you provide us with in order to draft and conclude a leases agreement or a contract for the provision of services to you. Where possible, we will inform you what information you are required to provide to us and what information is optional.**
- 2.4. Website usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information.**

3. How we use your information

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 research purposes and:

- 3.1. to update contact information;**
- 3.2. to confirm and verify your identity;**
- 3.3. for the detection and prevention of fraud, crime, money laundering or other malpractice;**



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3.4. to conduct market or client satisfaction research or for statistical analysis;

3.5. for audit and record keeping purposes;

4. Disclosure of information

We may disclose your personal information to:

4.1. our service providers, including our landlords, who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the POPI;

4.2. credit bureaus or persons or businesses (your trade references) in order to verify your credit worthiness;

4.3. credit bureaus or third parties seeking trade references from us;

4.4. Where we have a duty or a right to disclose in terms of law or industry codes;

4.5. Where we believe it is necessary to protect both parties' rights.

5. Information Security

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorised access and use of personal information. We have implemented a POPI policy detailing the security measures, and on a regular basis, continue to review such policy, our security controls and related processes to ensure that your personal information remains secure.

Our security policies and procedures cover:

5.1. Physical security;

5.2. Computer and network security;

5.3. Access to personal information;

5.4. Secure communications;

5.5. Security in contracting out activities or functions;

5.6. Retention and disposal of information;

5.7. Acceptable usage of personal information;

5.8. Governance and regulatory issues;

5.9. Monitoring access and usage of private information;

5.10. Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

6. Your Rights

6.1. Access to information

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

6.2. Correction or Deletion of your information

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

6.3. Objection to Processing/Complaint

You have the right to object to the processing by us of your personal information or to lodge a complaint in regard to the said processing or storage.



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7. How to contact us

If you have any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, lodge an objection or complaint, please contact our Information Officer and we will provide you with the applicable form to complete and submit.

Information Officer: Ruan Burger

Email: RuanB@provantage.co.za

