

PRIVACY POLICY



THUTHUZELA TECHNOLOGIES (PTY) LTD

A company with limited liability duly incorporated under the
laws of the Republic of South Africa

REGISTRATION NO.: 2016/403896/07

PHYSICAL ADDRESS: 135 – 137 Akkerboom Street, Zwartkop Ext. 4,
Centurion, Gauteng, Republic of South Africa

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1. INTRODUCTION

Like virtually all organisations in South Africa, Thuthuzela Technologies (Pty) Ltd collects, processes, stores, accesses and utilises the Personal Information of, amongst others, individuals, legal entities, institutions, organisations and associations during the ordinary course of business. We collect and process such Personal Information for the sole purpose of establishing, developing and maintaining professional relationship with such persons, companies and organisations and entities.

In South Africa, the collection, processing, storage, use and, where necessary, destruction of Personal Information is subject to the [Protection of Personal Information Act \(POPIA\) 4 of 2013](#), as amended from time to time.

We take Our responsibility as it pertains to your privacy seriously, and always endeavour to ensure that the Personal Information and/or 'Special Personal Information' under Our control and/or in Our possession is processed in accordance with the provisions of [POPIA](#). For the purposes of this Privacy Policy ("Policy"), both 'Personal Information' and 'Special Personal Information' bear the meaning as defined in Chapter 1, Section 1 of [POPIA](#).

The purpose of this Policy is to provide you with a framework that sets out how the Personal Information and/or Special Personal Information provided by you or otherwise relating to you, is managed. Please familiarise yourself with the content of this Policy before continuing to browse Our Website, interact, engage and/or transact with us, whether in person, telephonically, electronically or otherwise.

2. ABOUT THUTHUZELA TECHNOLOGIES

Throughout this document, whenever We reference:

- "Thuthuzela Technologies", "Thuthuzela", "We", "Us" or "Our", We mean Thuthuzela Technologies (Pty) Ltd, a company with limited liability duly incorporated in terms of the laws of the Republic of South Africa with its registered office located at 135 – 137 Akkerboom Street, Zwartkop Ext. 4, Centurion, Gauteng, South Africa.
- "Website", We mean the website owned, operated and maintained by Thuthuzela Technologies (Pty) Ltd located at www.thuthuzela.com

In terms of [POPIA](#), specifically as it relates to the processing of Personal Information and/or Special Personal Information, Thuthuzela Technologies is deemed as the 'Responsible Party', which for all intents and purposes means that We exercise sole control over not only what information We collect from you, but also how such information is processed.

As required by [POPIA](#), We have appointed an Information Officer, whom you may contact should you wish to discuss any aspect of this Policy or the rights you may have in terms of [POPIA](#). Please refer to the 'Contact the Information Officer' section for applicable contact details.

3. OUR OBLIGATIONS

We have a legal obligation to ensure that the information We collect is processed, stored, accessed, used, disclosed and, when necessary, destroyed according to the provisions of [POPIA](#). We also have an obligation to protect the information in Our possession or under Our control from a variety of threats, including but not limited to unauthorised access, loss or destruction, accidental or otherwise.

The measures We have implemented include:

- Industry-standard physical and/or logical security measures aimed at protecting Our office, Our Information & Communication Technology infrastructure and equipment, communication facilities, networks, data (including Personal Information and special Personal Information, whether in hardcopy or other format) and Our employees.
- Agreements, policies, rules, directives and/or guidelines to regulate the behaviour of Our employees as it pertains to, amongst others:
 - the use of computer equipment, communications infrastructure and information security; and
 - the processing, storage, disclosure and disposal of Personal Information, Special Personal Information, sensitive and confidential information.
- Concluding agreements with outsourced service providers that address not only confidentiality and non-disclosure, but also the processing of Personal Information.
- Cybersecurity and awareness training.
- Other measures.

We undertake regular assessments in order to ascertain the extent to which the security measures implemented are adequate or require improvements.

Some and/or all of the information you provide to Us (including email communication and related information) may be transmitted to and stored in a geographic location(s) other than South Africa, and you hereby expressly authorise the transmission of your data to such geographic location(s), whether or not such geographic location(s) are subject to laws and regulations that offer a level of protection that is equal to or exceeds that of [POPIA](#).

4. INFORMATION COLLECTION, PROCESSING AND DISCLOSURE

In terms of [POPIA](#), we are allowed to collect and/or process Personal Information and/or special Personal Information when one or more of the below conditions are met:

- Where we have obtained your consent.
- In order to fulfill our contractual obligations.
- Where it is required to pursue our own legitimate interests and/or protect your legitimate interests.

We collect a variety of information from individuals and other legal entities during the ordinary course of business - from a multitude of sources – including when:

- interact with Us via telephone, as We may record calls for operational, quality or evidentiary purposes.
- you enter Our premises, as your image, movement and location may be recorded via video surveillance for security and evidentiary purposes. Due to the nature of video surveillance, We may also record your race and/or ethnicity, although this is purely incidental.
- you interact with Us via electronic (email), written or other correspondence.
- you visit Our Website and/or contact Us via the 'Contact Us' section
- you subscribe to Our newsletter(s), if any.
- you apply for employment via Our Website, third-party recruitment agencies or third-party recruitment portals.
- you complete customer-onboarding documentation, including Our credit application.
- you complete customer satisfaction or similar such surveys.
- you attend functions organised by Us or where we are the sponsor.
- we receive referrals from vendors, distributors, customers, employees or the general public.

We collect and process this information always with the aim of using such information for the purpose of establishing and/or maintaining the i) Employer/employee, ii) Services Provider/Customer, iii) Value-added Reseller/Vendor and other relationships.

The types of Personal Information collected by Us varies based on the type of professional relationship We wish to establish with you, but generally includes (but is not limited to) the following:

- Name of person, company or organisation.
- Identity and/or passport number of an individual or, in the case of a company or organisation, their company registration number, VAT registration number and Non-Profit Organisation number. We may also request copies of such documents.
- Contact information, including email address, contact number and the like.
- Residential address, business address and/or, where applicable, postal address.
- Marital status.
- Names of previous employer(s).
- Trade references.
- Financial information, including bank account numbers.
- Personal Information relating to third parties under certain circumstances, i.e., when you apply for employment. It is your responsibility to ensure that you obtain the necessary approval from any such third parties to disclose the Personal Information requested, and that whatever information you provide is both accurate and correct.
- If you are a prospective customer, We may also request additional Personal Information relating to third parties. It is your responsibility to ensure that you obtain the necessary approval from any such third-parties to disclose the information requested, and that whatever information you provide is both accurate and correct.

As it relates to the collection and processing of special Personal Information:

- When applying for employment, or throughout the course of your employment, We may collect information about your health, religious beliefs, whether or not you belong to a union, whether you have committed criminal offences or have been convicted of such offenses and/or biometric information. In addition, when you enter Our premises We may record your image, movement and/or location for the duration of your visit.
- We may collect and process health-related information to ensure that We are able to comply with government-imposed regulations, guidelines or protocols during public health emergencies or pandemics.
- When you enter Our premises, We may record your image, movement and location. Due to the nature of video surveillance, We may also record your race and/or ethnicity, although this is purely incidental.

We may share or disclose information about you:

- with Our employees, vendors, marketing agencies, and solution providers in order to provide Our services to you.
- where We have a legal right the right to do so.
- pursuant to a court order or similar such directive issued by a competent authority.
- to preferred service providers in order to provide services, solutions and products that We are unable to provide ourselves.
- To credit bureaus or similar such credit vetting agencies.

The information We collect is provided voluntarily by the individual/legal entity that wishes to establish a professional association with Us and is used for the purposes set out below, although this is not an exhaustive list:

- To verify your identity and/or employment history and to perform background checks and the like.
- To ascertain your creditworthiness, which includes performing credit reference verification.
- For operational purposes, which includes providing Our products, services and solutions to you.
- For business development, sales, marketing and event-planning purposes.
- For legal purposes.
- For record-keeping purposes, financial or otherwise (either for Our own purposes or those mandated by legislation).
- To protect Our premises, offices, employees, Information & Communication Technology infrastructure, communication facilities, networks, data, equipment and the like.
- For purposes and/or activities not expressly set out above, provided that such purposes and/or activities do not contravene any laws and are reasonable as it relates to the purpose for which it was collected, the provision of services by Us or your use of the Website.

While you are ultimately solely in control of the information you are willing to disclose to Us, it is important to recognise that without the information required by Us, it is not possible for Us to, amongst others, consider extending an offer of employment or provide Our services to you and, as such, no relationship will be formed.

5. THE RIGHTS YOU MAY EXERCISE

You have the right to:

- reject certain cookies when you visit Our Website.
- request a copy of the Personal Information relating to you that We have on file.
- under certain circumstances, object to the processing of your Personal Information by Us.
- request that Personal Information about you that we have a record of be corrected or updated.
- request that Personal Information about you that we have a record of be deleted or otherwise destroyed. We will comply with such requests provided that i) We are not legally required to retain your information or ii) We do not need to retain such Personal Information in order to establish, exercise or defend a legal claim(s).
- exercise any of the aforementioned rights, please direct your enquiry to informationofficer@thuthuzela.com
- subject to clause 12 below, lodge a formal complaint by [contacting the Information Regulator](#).

6. THE RIGHTS WE MAY EXERCISE

WE RESERVE THE RIGHT IN OUR SOLE AND ABSOLUTE DISCRETION TO REVISE OR UPDATE THIS POLICY FROM TIME TO TIME WITHOUT GIVING YOU PRIOR NOTICE. AS AND WHEN WE DO REVISE OR UPDATE THIS POLICY, WE WILL PUBLISH THE LATEST VERSION THEREOF TO THIS WEBSITE AND WILL TAKE REASONABLE STEPS WITHIN OUR POWER AND CONTROL TO NOTIFY YOU OF SUCH NEW VERSION(S). IF, AFTER WE HAVE REVISED OR UPDATED THIS POLICY, YOU ELECT TO CONTINUE TO ACCESS OUR WEBSITE, INTERACT, ENGAGE AND/OR TRANSACT WITH US - WHETHER IN PERSON, TELEPHONICALLY, ELECTRONICALLY OR OTHERWISE - WE WILL DEEM SUCH BEHAVIOUR AS ACCEPTANCE OF THIS POLICY.

7. DISCLAIMER

WE HAVE IMPLEMENTED REASONABLE, INDUSTRY-STANDARD MEASURES TO PROTECT THE CONFIDENTIALITY AND INTEGRITY OF THE PERSONAL INFORMATION AND/OR SPECIAL PERSONAL INFORMATION IN OUR POSSESSION OR UNDER OUR CONTROL. HOWEVER, DUE TO THE INHERENT RISKS ASSOCIATED WITH THE USE OF TECHNOLOGY, WE ARE UNABLE TO GUARANTEE THAT SUCH PERSONAL INFORMATION OR SPECIAL INFORMATION WILL AT ALL TIMES BE COMPLETELY SECURE. TO THE MAXIMUM EXTENT PERMITTED LAW, WE ARE NOT AND SHALL NOT BE LIABLE FOR THE LOSS OF, DAMAGE TO OR ANY CLAIM RESULTING FROM THE UNAUTHORISED ACCESS, ALTERATION, MISUSE, DISCLOSURE, ALTERATION, DELETION, AND/OR DESTRUCTION OF THE PERSONAL

INFORMATION AND/OR SPECIAL PERSONAL INFORMATION IN OUR POSSESSION OR UNDER OUR CONTROL.

8. GOVERNING LAW

This Policy, the implementation hereof, and any matters arising therefrom or incidental thereto shall be governed by and dealt with in accordance with the laws of the Republic of South Africa ignoring its private international laws.

9. OUR WEBSITE AND COOKIES

Your privacy is important to Us, and We recognise that We have a responsibility to protect it.

Your privacy, however, has to be balanced against Our intention to provide you with an optimised browsing experience. To this end, it is important that you understand that, when you access and use Our Website, you agree that We may, amongst others, collect, store, access, use and/or transfer to third-parties information about you.

The information We collect includes information about your activity while using Our Website and/or Personal Information that you provide during when subscribing to our newsletter.

Cookies

It is important for Us to personalise your experience, and, like virtually all websites, We use cookies for this purpose.

A 'cookie' is a small text file that Our Website sends to your browser. If enabled/allowed, these cookies capture information about you that make it easier for you to interact with Our Website, including your username, items in your shopping cart, your language or other preferences and the like.

It is important for you to know that you exercise complete control over cookies. At all times you have the option to:

- Enable or disable cookies sent to your browser by Our Website.
- Clear cookies stored in your browser by Our Website.
- Block Our Website from storing cookies in your browser.

Some or all of the Information gathered via cookies and stored on Our webserver will be used by Us for Website enhancement & improvement and future marketing purposes. We may also share this information with Our marketing and/or other third-party agencies.

For more information about how to manage cookies, please visit the relevant pages of your device maker or browser developer.

Information Used for Analytical Purposes

We want to understand how you use this Website, and We use analytical tools to gain insight into your behaviour during each visit. We collect the following information automatically when you visit Our Website:

- Your Internet Protocol (IP Address).
- The Unique Resource Locator (URL), if any, where your visit originated from.
- The type of device used to access Our website, i.e. a personal computer, tablet or smartphone.
- The type of browser you used, i.e. Google Chrome, Safari, Microsoft Edge or Firefox.
- The pages, if any, you viewed.
- The products, if any, you viewed.
- The advertisements, if any, you viewed.
- The search words/terms, if any, you entered.

Some or all of the Information gathered for analytical purposes will be transmitted to Google and will be used by Us for reporting, Website enhancement & improvement and future marketing purposes, amongst others. We may also share this information with Our marketing agencies and/or advertising agencies.

10. CONTACT THE INFORMATION OFFICER

If you are of the opinion that the Personal Information and/or Special Information in our possession or under our control has been processed in a manner not consistent with [POPIA](#) (read together with this Policy) you agree, before taking any other action, to direct your concerns to informationofficer@thuthuzela.com in order to allow Us to attempt to resolve your concerns. Should you not be satisfied with the proposed resolution, you have the right to lodge a formal complaint by [contacting the Information Regulator](#).