



Thursday 7 October 2021

For the attention of: All Stakeholders

By "Email"

PROTECTION OF PERSONAL INFORMATION: AFRICAN PIONEER GROUP PRIVACY POLICY

Respecting and protecting your Personal Information (please refer to the definition of Personal Information at the end of this policy statement) is very important to African Pioneer Group (Pty) Ltd

In line with the 8 Conditions in the Protection of Personal Information Act, 4 of 2013 (the Act), We

1. Accept joint responsibility and accountability with regards to responsibly managing and protecting your Personal Information while being of service to you;
2. Undertake to receive, only from you, and process the Personal Information that is necessary for our normal business operations to be able to provide efficient services and to of assistance as needed and consider the legitimate legal interests of everyone concerned, as required by the Act and to respect your right to withdraw your consent for the processing of your Personal Information;
3. Undertake to only use your Personal Information for the purpose required to provide services to you and to conduct our normal course of business operations and not to process your Personal Information with anyone if not required for our services and normal business operations or by the law;
4. Undertake to be open and transparent and notify you as and when required by law regarding why and how your Personal Information needs to be collected;
5. Undertake to safeguard and protect your Personal Information that is in our possession;
6. Undertake to freely confirm what Personal Information we have, to update and correct the Personal Information, and to keep it for no longer than legally required.

African Pioneer Group (Pty) Ltd or the companies associated with them who provide services that is required by you, needs to collect, use, and keep your Personal Information as prescribed by relevant laws and regulations and for reasons such as:

- ✓ To share with and provide services to you, and to maintain our relationship.
- ✓ To respond to your queries.
- ✓ To confirm and verify your identity or to verify that you are an authorised user for security purposes.
- ✓ To conduct credit and Criminal reference searches or verification, as required by operations.
- ✓ For operational purposes.
- ✓ For audit and record-keeping purposes.
- ✓ In connection with possible requirements by the Information Regulator and or other Government and Industry related agencies allowed by law, legal proceedings, or court rulings.

We may need to share your Personal Information and/or utilise software or online platforms to enter and process your information in order to conduct our normal business and provide the relevant information and services to you. This will only be done in strict adherence to the requirements of the Act.



AFRICAN PIONEER GROUP

pioneering for the future

The companies providing the solutions and services to you may use “cookies” on their websites. They enable them to improve your future visits to their site as well as provide you with a more user-friendly experience. Their Cookie Policy can be found on the websites.

Any additional information or concerns can be found and raised with the Information Regulator, who can be contacted as shared below, but please feel free to contact us first to discuss any questions or concerns you may have:

Website: <https://www.justice.gov.za/inforeg/>

Tel: 012 406 4818

Email: inforeg@justice.gov.za

Your Personal Information is defined by the Protection of Personal Information Act (the Act) as:

“means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to— (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; (b) information relating to the education or the medical, financial, criminal or employment history of the person; (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; (d) the biometric information of the person; (e) the personal opinions, views or preferences of the person; (f) 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; (g) the views or opinions of another individual about the person; and (h) 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”.

We trust you find the above in order.

Yours faithfully

Ms Zola Tshetu

Chief Operations Officer

African Pioneer Group (PTY) Limited