POPIA INFORMED CONSENT NOTICE

PROCESSING NOTICE IN TERMS OF SECTION 18 OF THE PROTECTION OF PERSONAL INFORMATION ACT ACT NO. 4 OF 2013

1. PURPOSE OF THIS STATEMENT

1.1 We, Martech SA (Pty) Ltd, referred to as "we", "us", "the Company", "the Organization" and / or "Martech SA", as a commercial entity and in our capacity as a Responsible Party, in order to engage with you, will have to process your Personal Information, and in doing so, will have to comply with a law known as the Protection of Personal Information Act, Act No. 4 of 2013 ("POPIA"), which regulates and controls the processing of a person's Personal Information in South Africa, which processing includes the collection, use, and transfer of a person's Personal Information.

1.2 For the purpose of this Processing Notice, please take note of the following words and phrases which will be used throughout this Processing Notice:

- **"Consent"** means the consent, which you give to us to process your Personal Information. This consent must be voluntary, specific and informed. Following this, once we have explained to you why we need your Personal Information and what we will be doing with it, you are then, in relation to certain uses of the information, required to give us your permission to use it, which permission or consent can be express or implied; implied meaning that consent may be demonstrated by way of your actions;

- **"Data Subject"** means you, the person who owns and who will provide us with your Personal Information for processing, which reference is found under POPIA;

- **"Operator"** is any person who processes your Personal Information on our behalf as a sub-contractor, in terms of a contract or mandate, without coming under the direct authority of us. These persons for illustration purposes may include verification agencies, advertising and public relations agencies, call centres, service providers, auditors, legal practitioners, organs of state, government, provincial and municipal bodies;

- **"Personal Information"**, means Personal Information relating to any identifiable, living, natural person, and an identifiable, existing juristic person, including, but not limited to:

    - your name, address, contact details, date of birth, place of birth, identity number, passport number, bank details, details about your employment, tax number and financial information;
    - vehicle registration;
    - dietary preferences;

- financial history;
- information about your next of kin and or dependants;
- information relating to your education or employment history; and

- **"Special Personal Information"** including race, gender, pregnancy, national, ethnic or social origin, colour, physical or mental health, disability, criminal history, including offences committed or alleged to have been committed, membership of a trade union and biometric information, such as images, fingerprints and voiceprints, blood typing, DNA analysis, retinal scanning and voice recognition;

- **"processing" / "process" or processed"** means in relation to Personal Information, the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; dissemination by means of transmission, distribution or making available in any other form; merging, linking, as well as restriction, degradation, erasure or destruction of information; or sharing with, transfer and further processing, including physical, manual and automatic means. This is a wide definition and therefore includes all types of usage of your Personal Information by us including the initial processing when we first collect your Personal Information and any further and ongoing processing;

- **"Purpose"** means the reason why your Personal Information needs to be processed by us;

- **"Responsible Party"** means us, the person who is processing your Personal Information;

- **"you"** means you, the Data Subject under POPIA, who will be providing us, the Responsible Party with your Personal Information, for processing.

1.3 In terms of POPIA, where a person processes another's Personal Information, such processing must be done in a lawful, legitimate and responsible manner and in accordance with the provisions, principles and conditions set out under POPIA.

1.4 In order to comply with POPIA, a person processing another's Personal Information must:

1.4.1 provide the Data Subject or owner of the Personal Information with a number of details pertaining to the processing of the Personal Information, before such information is processed; and

1.4.2 get permission or consent, explicitly or implied, from the owner / Data Subject, to process the Personal Information, unless such processing:

- is necessary to carry out actions for the **conclusion or performance of a contract** to which the owner / Data Subject of the Personal Information is a party;

- is required in order to comply with an **obligation imposed by law**; or

- is for a **legitimate purpose or is necessary to protect the legitimate interest (s) and / or for pursuing the legitimate interests** of i) the owner / Data Subject of the Personal Information; ii) the person processing the Personal Information; or iii) that of a third party to whom the Personal Information is supplied; or

- is necessary for the proper performance of a **public law duty** by a public body or on behalf of a public body.

1.5 In accordance with the requirements of POPIA, and because your privacy and trust are important to us, we set out below how we, collect, use, and share your Personal Information and the reasons why we need to use and process your Personal Information.

2. APPLICATION

2.1 This Privacy Statement applies to the following persons:

2.1.1 **Interactors:** persons who interact with us, physically or via email or via our websites, applications, mobile applications, or social media portals or platforms, or who come onto our sites and / or who enter our offices or facilities.

2.1.2 **Users of our Sites:** persons who use our websites, applications, mobile applications, or social media portals or platforms whether in order to find out more about us, to make enquiries about us, or our products or services or where persons want to do business with us be it providing or selling to us or receiving or buying from us, certain goods and services, etc.

2.1.3 **Email-signature recipients**: persons whose business-email interactions with Martech SA or its clients may generate analytical information through interactive email-signature branding, including name, email address, IP address, click time and the destination URL selected by the relevant client configuration.

2.1.4 **Authorised users**: persons who access or administer a customer account, service, profile or configuration on behalf of a client, including users whose account credentials, role, access, usage, audit, diagnostic and security information is processed.

2.1.5 **Applicants:** persons who wish to apply for a vacant position, employment opportunity or a sponsorship from us.

2.1.6 **Customers and Clients**: persons who are desirous of, or who do use and / or purchase our products or services, who receive marketing communications and / or who communicate with us physically or via email or via our websites, applications, mobile applications, or social media portals or platforms, and / or who come onto our sites, facilities and / or who enter our offices.

2.1.7 **Contractors, Vendors and Service Providers:** persons who are desirous of, or who do provide us with goods, and services, or who we provide goods and services to, including consultancy and infrastructure related services and who we interact and communicate with, either physically or via email or via our websites, applications, mobile applications, or social media portals or platforms, and / or who come onto our sites, facilities and / or who enter our offices.

2.1.8 **Regulators and Public Bodies:** persons who we engage with in order to discharge legal and public duty obligations, including but not limited to SARS, National Treasury, Department of Labour, and any other such Regulator and/or Public Body.

2.1.9 **Business partners:** whether in their capacity as operators or not, who provide services, goods and other benefits to us, our employees or to our customers, clients and service providers, such as medical aids, pension or provident funds, administrators, financial service providers, advertising, marketing or PR agencies, wellness or health and medical providers.

3. PURPOSE FOR PROCESSING YOUR PERSONAL INFORMATION

3.1 Your personal information will be processed by us for the following purposes:

- **Due diligence purposes - legitimate purpose:** To carry out a due diligence before we decide to engage or interact with you or to do business with you, including obtaining and verifying your credentials, including your business details, medical status, health history and related records, education and employment history and qualifications, credit and financial status and history, tax status, B-BBEE status, and or any performance or vendor related history (as may be applicable).

- **Contract purposes -assessment and conclusion of a contract**: To investigate whether we are able or willing to conclude a contract with you based on the findings of any due diligence detailed above, and if the assessment is in order, to conclude a contract with you.

- **To process transactions and render or provide or receive goods and services** - **conclusion of a contract**: To perform under any contract which has been concluded with you, including carrying out all contractual obligations, exercising all contractual rights, assessing or communicating requirements, manufacturing, packaging, ordering, delivering, and / or responding to, or submitting queries, complaints, returns or engaging in general feedback, or acting in such a manner as to personalize any goods or services, and to make recommendations related to us or our or your operations.

- **Attending to financial matters pertaining to any transaction- conclusion of a contract**: To administer accounts or profiles related to you or your organization including registrations, subscriptions, purchases, billing events, fees, costs and charges calculations, quoting, invoicing, receipt of payments or payment of refunds, reconciliations and financial management in general.

- **Communications- legitimate purpose:** To make contact with you and to communicate with you generally or in respect of our or your requirements, or instructions.

- **Website operation, account administration and cybersecurity**: to operate, authenticate, support and secure the Website, customer accounts and services; prevent fraud, abuse and unauthorised access; investigate technical errors; maintain access, security and audit logs; and provide support.

- **Email-signature analytics**: where enabled by the relevant service configuration, to measure interaction with business-email branding, improve content and services, and provide analytics to the relevant client, using name, email address, IP address, click time, domain and destination URL as applicable. Where direct identifiers are retained, the information is not anonymous.

- **Cookies, analytics and advertising**: to use necessary cookies and, subject to applicable consent requirements, analytical and third-party technologies. The Website Privacy Policy currently refers to Google Analytics, Google DoubleClick, Google Dynamic Remarketing, Google reCAPTCHA and Google Maps. The live Website, Cookie Policy and consent-management configuration must remain aligned.

- **Risk assessment and anti- bribery and corruption matters-legitimate purpose:** To carry out vendor, organizational and enterprise wide risk assessments, in order to detect and prevent bribery, corruption, fraud and abuse, to comply with ABC laws, as well as to identify and authenticate your access to and to provide you with access to our goods, services or premises and generally to ensure the security and protection of all persons including employees, and persons when entering or leaving our sites and operations or facilities and / or to exercise our rights and to protect our and others' rights and / or property, including to take action against those that seek to violate or abuse our systems, services, customers or employees and / or other third parties where applicable.

- **Legal obligation and public duties:** To comply with the law and our legal obligations, including to register with Regulators, obtain and hold permits and certificates, register for VAT, Tax, PAYE, SDL, COIDA and UIF etc. and to submit reports or provide various notices or returns, to litigate and / or to respond to a request or order from a SAPS official, investigator or court official, regulator, or public authority.

- **Security purposes**: **legitimate purpose and to comply with laws:** to permit you access to our offices, facilities, manufacturing or parking areas, as well as to controlled areas, for the purposes of monitoring via CCTV, your interaction and access in and from our facilities described above, and for general risk management, security and emergency incident control purposes as well as for data and cybersecurity purposes.

- **Marketing and electronic communications**: to send service information, requested updates and direct marketing only where permitted by section 69 of

POPIA, the Consumer Protection Act 68 of 2008 and, where applicable, the GDPR and relevant ePrivacy rules. Prospective customers may be approached once to request consent under POPIA where the statutory requirements are met. Existing-customer marketing must concern Martech SA's own similar products or services and provide a free opt-out when details are collected and in every communication. Objections and opt-outs must be recorded and honoured across relevant systems and channels.

- **Internal research, analytics and service improvement**: contract, legal obligation, consent or legitimate interests as applicable: to develop, test, secure, troubleshoot, analyse and improve content, products and services, provided that the selected lawful ground is documented for the particular activity and any consent required for non-essential cookies, advertising or special-category processing is obtained separately.

- **Sale, merger, acquisition, or other disposition** of our business (including in connection with any bankruptcy or similar proceedings) – **our Legitimate interest**- To proceed with any proposed or actual **sale, merger, acquisition, or other disposition** of our business (including in connection with any bankruptcy or similar proceedings).

4. WHAT PERSONAL INFORMATION OR INFORMATION DO WE COLLECT FROM YOU?

In order to engage and / or interact with you, for the purposes described above, we will have to process certain types of your personal information, as described below:

- **Your or your employer or organization's contact information,** such as name, alias, address, identity number, passport number, security number, phone number, cell phone number, vehicle make and registration number, social media user ID, email address, and similar contact data, serial numbers of equipment, details regards the possession of dangerous weapons, and other contact information including details of your employer, memberships or affiliations, such as the name of your employer or organization that you are a member of, information about your colleagues or those within your organization, your status with an organization, and similar data, which are required for various legitimate interest, contractual and / or lawful reasons.

- **Specific identifiers,** which are required in order to protect legitimate interests, comply with legal obligations or public legal duties, or in order to accommodate you in our workplaces, such as your race (B-BBEE related)**,** religion (correct and fair treatment related), sexual and medical history including any medical conditions (to comply with laws and related to correct and fair treatment issues), trade union matters (to comply with laws and related to correct and fair treatment issues), and financial, credit, deviant and criminal history (to protect our legitimate interests and to perform risk assessments), as well as children's details (benefits related).

- **Account Information,** including banking details, security-related information (including user names and passwords, authentication methods, and roles), service-related information (including purchase history and account profiles), billing-related information (including payment, shipping, and billing information), and similar data, all which are required to perform contractual matters and / or in order to provide you

access to services. This may include company registration and VAT numbers, postal or street address, authorised-user details, order information, transaction records, invoices and support records, consistent with the Website Privacy Policy.

- **User Content**, such as content of communications, suggestions, questions, comments, feedback, and other information you send to us, that you provide to us when you contact us, or that you post on our websites, applications, mobile applications, or social media portals or platforms including information in alerts, folders, notes, and shares of content), and similar data which are required to perform contractual matters and / or in order to provide you access to services or attend to queries.

- **Device & Browser Information**, such as network and connection information (including Internet Service Provider (ISP) and Internet Protocol (IP) addresses), device and browser identifiers and information (including device, application, or browser type, version, plug-in type and version, operating system, user agent, language and time zone settings, and other technical information), advertising identifiers, cookie identifiers and information, and similar data, which are required to perform contractual matters and / or in order to provide you access to services or attend to queries or to ensure that security safeguards are in place.

- **Usage Information and Browsing History**, such as usage metrics (including usage rates, occurrences of technical errors, diagnostic reports, settings preferences, backup information, API calls, and other logs), content interactions (including searches, views, downloads, prints, shares, streams, and display or playback details), and user journey history (including clickstreams and page navigation, URLs, timestamps, content viewed or searched for, page response times, page interaction information (such as scrolling, clicks, and mouse-overs), and download errors), advertising interactions (including when and how you interact with marketing and advertising materials, click rates, purchases or next steps you may make after seeing an advertisement, and marketing preferences), and similar data which are required to perform contractual matters and / or in order to provide you access to services or attend to queries or to ensure that security safeguards are in place. For email-signature interaction analytics, this may include name, email address, IP address, click time, domain name and destination URL, subject to the relevant configuration and lawful ground.

- **Location Data,** such as the (approximate) location of your device, your household, and similar location data, which are required to perform contractual matters and / or in order to provide you access to services or attend to queries or to ensure that security safeguards are in place.

- **Demographic Information,** such as country, preferred language, age and date of birth, marriage status, gender, physical characteristics, personal or household/familial financial status and metrics, military status, and similar data, which are required to perform contractual matters and / or in order to provide you access to services or attend to queries or to ensure that security safeguards are in place.

- **Your Image**, such as still pictures, video, voice, and other similar data, which are required to perform contractual matters and / or in order to provide you access to services or attend to queries or to ensure that security safeguards are in place. This may include

ordinary CCTV or recorded-call information from biometric processing for unique identification.

- **Identity Information,** such as government-issued identification information, tax identifiers, social security numbers, other government-issued identifiers, and similar data, which are required to comply with laws and public duties.

- **Financial Information,** such as billing address, credit card information, billing contact details, and similar data, tax numbers and VAT numbers, which are required to perform contractual matters and / or in order to provide you access to services or attend to queries or to ensure that security safeguards are in place and / or which are required to comply with laws and public duties.

- **Career, Education, and Employment Related Information,** such as job preferences or interests, work performance and history, salary history, status as a veteran, nationality and immigration status, demographic data, disability-related information, application information, professional licensure information and related compliance activities, accreditations and other accolades, education history (including schools attended, academic degrees or areas of study, academic performance, and rankings), and similar data, which are required for contractual or employment related matters or which are required to comply with laws and public duties.

- **Health records** such as medical status and history, examinations, blood type, medial aid history, disability-related information, biometrics, medicals, psychometrics and similar data, which are required for contractual or employment related matters or which are required to comply with laws and public duties (as may be applicable).

- **Social Media and Online Content,** such as information placed or posted in social media and online profiles, online posts, and similar data, which are required to perform contractual matters and / or in order to provide you access to services or attend to queries (as may be applicable).

5. SOURCES OF INFORMATION - HOW AND WHERE DO WE COLLECT YOUR PERSONAL INFORMATION FROM?

5.1 Depending on your requirements, we will collect and obtain personal information about you either directly from you, from certain third parties (such as your employer or regulators), or from other sources which are described below:

5.1.1 **Direct collection**: You provide personal information to us when you:

- Use our websites, applications, mobile applications, or social media portals or platforms.
- Interact with us.
- Enquire about, or search for our goods or services.
- Create or maintain a profile or account with us.
- Conclude a contract with us.
- Purchase or subscribe to our goods or services.
- Use our goods or services.

- Purchase, use, or otherwise interact with content, products, or services from third party providers who have a relationship with us.
- Create, post, or submit user content on our websites, applications, mobile applications, or social media portals or platforms.
- Register for or attend one of our events or locations.
- Request or sign up for information, including marketing material.
- Communicate with us by phone, email, chat, in person, or otherwise.
- Complete a questionnaire, survey, support ticket, or other information request form.
- When you submit a quotation, or offer to do business with us, a tender or when you conclude a contract with us.
- When you express an interest in an employment position or sponsorship.

5.1.2 **Automatic collection**: We collect personal information automatically from you when you:

- Search for, visit, interact with, or use our websites, applications, mobile applications, or social media portals or platforms.
- Use our goods or services (including through a device).
- Access, use, or download content from us.
- Open emails or click on links in emails or advertisements from us.
- Otherwise interact or communicate with us (such as when you attend one of our events or locations, when you request support or send us information, or when you mention or post to our social media accounts).

5.1.3 **Collection from third parties**: We collect personal information about you from third parties, such as:

- Your organization and others with whom you have a relationship with that provide or publish personal information related to you, such as from our customers or from others when they create, post, or submit user content that may include your personal information.
- Regulators, professional or industry organizations and certification / licensure agencies that provide or publish personal information related to you.
- Third parties and affiliates who deal with or interact with us or you.
- Service providers and business partners who work with us and that we may utilize to deliver certain content, products, or services or to enhance your experience.
- Marketing, sales generation, and recruiting business partners.
- SAP, Home Affairs, CIPC, SARS, Credit bureaus and other similar agencies.
- Government agencies, regulators and others who release or publish public records.
- Other publicly or generally available sources, such as social media sites, public and online websites, open databases, and data in the public domain.

6. HOW WE SHARE INFORMATION

6.1 We share personal information for the purposes set out in this Privacy Statement and with the following categories of recipients:

- **the Company, our employees and our affiliates.** We may share your personal information amongst our employees, within our Company, and affiliates for business and operational purposes.

- **Your Organization and Contacts.** We may share your personal information with your organization and others with whom you have a relationship in order to fulfil or perform a contract or other legal obligation, including with third parties that arrange or provides you with access to our goods or services and who pay us in connection with such access. We may also share your personal information with your contacts if you are in the same organization or to facilitate the exchange of information between you and the contact(s).

- **Business Partners.** We may share your personal information with our business partners to jointly offer, provide, deliver, analyse, administer, improve, and personalize products or services or to host events. We may also pass certain requests from you or your organization to these business providers.

- **Third Party Content Providers.** We may share your personal information with our third-party content providers to perform tasks on our behalf and to assist us in providing, delivering, analysing, administering, improving, and personalizing content related to our relationship with you, including financial, benefits, health and medical, and wellness benefits etc and may to this end pass certain requests from you or your organization to these providers.

- **Third Party Service Providers.** We may share your personal information with our third-party service providers to perform tasks on our behalf and which are related to our relationship with you, including financial, benefits, health and medical, and wellness benefits etc and to assist us in offering, providing, delivering, analysing, administering, improving, and personalizing such services or products.

- **Cyber Third-Party Service Providers**. We may share your personal information with our third-party cyber service providers to perform tasks on our behalf and which are related to our relationship with you, including those who provide technical and/or customer support on our behalf, who provide application or software development and quality assurance, who provide tracking and reporting functions, research on user demographics, interests, and behaviour, and other products or services. These third-party service providers may also collect personal information about or from you in performing their services and/or functions on our Services. We may also pass certain requests from you or your organization to these third-party service providers.

- **Advertisers.** We may share your personal information with advertisers, advertising exchanges, and marketing agencies that we engage for advertising services, to deliver advertising, and to assist us in advertising our brand and products and services. Those advertising services may also target advertisements

on third party websites based on cookies or other information indicating previous interaction with us and/or ourselves. Personal information will not be disclosed to advertisers for their independent marketing unless a lawful basis and the required transparency and consent have been established.

- **Users and public content**: personal information will be displayed to other users only where the relevant service intentionally supports publication or sharing and the data subject or authorised client has chosen to publish or share it. Publicly available information will not be aggregated into directories unless Martech SA has documented the purpose, lawful ground, source, transparency notice, accuracy controls and objection process.

- **In the Event of Merger, Sale, or Change of Control.** We may transfer this Privacy Statement and your personal information to a third-party entity that acquires or is merged with us as part of a merger, acquisition, sale, or other change of control (such as the result of a bankruptcy proceeding).

- **Regulators and law enforcement agencies.** We may disclose your personal information to regulators and other bodies in order to comply with any applicable law or regulation, to comply with or respond to a legal process or law enforcement or governmental request.

- **Other Disclosures.** We may disclose your personal information to third parties if we reasonably believe that disclosure of such information is helpful or reasonably necessary to enforce our terms and conditions or other rights (including investigations of potential violations of our rights), to detect, prevent, or address fraud or security issues, or to protect against harm to the rights, property, or safety of the Company, our employees, any users, or the public.

7. SECURITY OF INFORMATION

7.1 The security of your Personal Information is important to us. Taking into account the nature, scope, context, and purposes of processing personal information, as well as the risks to individuals of varying likelihood and severity, we have implemented technical and organizational measures designed to protect the security of personal information. In this regard we will conduct regular audits regarding the safety and the security of your Personal Information.

7.2 Your Personal Information will be stored electronically which information, for operational reasons, will be accessible to persons employed or contracted by us on a need-to-know basis, save that where appropriate, some of your Personal Information may be retained in hard copy.

7.3 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, such Personal Information will be retained in accordance with our Company records retention schedule, which varies depending on the type of processing, the purpose for such processing, the business function, record classes, and record types. We calculate retention periods based upon and reserve the right to retain Personal Information for the periods that the Personal Information is needed to: (a) fulfil the purposes described

in this Privacy Statement, (b) meet the timelines determined or recommended by regulators, professional bodies, or associations, (c) comply with applicable laws, legal holds, and other legal obligations (including contractual obligations), and (d) comply with your requests.

8. ACCESS BY OTHERS AND CROSS BORDER TRANSFER

8.1 We may from time to time have to disclose your Personal Information to other parties, including with (in) our company, affiliates, trading partners, agents, auditors, organs of state, regulatory bodies and / or national governmental, provincial, or local government municipal officials, or overseas trading parties or agents, but such disclosure will always be subject to an agreement or binding corporate rule which will be concluded as between ourselves and the party to whom we are disclosing your Personal Information to, which contractually obliges the recipient of your Personal Information to comply with strict confidentiality and data security conditions.

8.2 Where Personal Information and related data is transferred to a country which is situated outside South Africa, your Personal Information will only be transferred to those countries which have similar data privacy laws in place or where the recipient of the Personal Information concludes an agreement which contractually obliges the recipient to comply with strict confidentiality and data security conditions and which in particular will be to a no lesser set of standards than those imposed by POPIA. Where personal information is transferred outside South Africa, the transfer must satisfy section 72 of POPIA, including through an adequate legal framework, binding corporate rules or agreement providing adequate protection, valid consent, contractual necessity or another statutory exception.

8.3 However, please note that no method of transmission over the Internet or method of electronic storage is 100% secure. Therefore, while we strive to use commercially acceptable measures designed to protect personal information, we cannot guarantee its absolute security.

9. YOUR RIGHTS

9.1 You as a Data Subject you have certain rights, which are detailed below:

- **The right of access** - You may ask us free of charge to confirm that we hold your personal information, or ask us to provide you with details, at a fee, how we have processed your personal information, which can be done by following the process set out under our PAIA Manual which can be accessed on our website on our Legal Notices Page or by contacting us.

- **The right to rectification** - you have the right to ask us to update or rectify any inaccurate personal information, which can be done by contacting us.

- **The right to erasure (the 'right to be forgotten')** - This is the right to request correction or deletion under sections 23 and 24, subject to lawful retention.

Where any overriding legal basis or legitimate reason to process your Personal Information no longer exists, and the legal retention period has expired, you may request that we delete the personal information, which can be done by contacting us.

- **The right to object to and restrict further processing** - where we do not need your consent to process your personal information, but you are not in agreement with such processing, you object to us processing such Personal Information which can be done by contacting us.

- **The right to withdraw consent** - where you have provided us with consent to process your personal information, you have to right to subsequently withdraw your consent, which can be done by contacting us.

- **The right to data portability** - where you want your Personal Information to be transferred to another party, which can be done under certain circumstances, please contact our Information Officer. Contact details of the Information Officer can be located below, on our PAIA Manual and in our Privacy Notice on our Legal Notices Page.

- **Automated decision-making and profiling**: where a decision based solely on automated processing has legal consequences for, or substantially affects, a data subject, Martech SA will apply section 71 of POPIA. The notice must provide meaningful information about the logic, significance and envisaged consequences where required.

- **Right to complain**: data subjects may complain internally to the Information Officer and may lodge a POPIA complaint with the Information Regulator.

10. SECURITY COMPROMISES

Where there are reasonable grounds to believe that personal information has been accessed or acquired by an unauthorised person, Martech SA will notify the Information Regulator and affected data subjects as soon as reasonably possible after discovery, subject to any lawful delay under POPIA.

11. CHANGES TO THIS PRIVACY STATEMENT

As our Company changes over time, this Processing Notice is expected to change as well. We reserve the right to amend the Processing Notice at any time, for any reason, and without notice to you other than the posting of the updated Processing Notice on Website and in this regard encourage you to visit our Website frequently in order to keep abreast with any changes. Where changes are material and applicable law requires notice, Martech SA will provide notice by email, on the Website, through the service or by another reasonable method before the change takes effect where required.

11 CONTACT US

Any comments, questions or suggestions about this privacy notice or our handling of your Personal Information should be emailed to privacy@clikitmedia.com. Alternatively, you can contact us at the following postal address or telephone numbers:

Information Officer Details:

Information Officer: **Henry Jonker**

Physical Address: 60 Mill Street, Paarl, Western Cape, South Africa, 7646

Email address: privacy@clikitmedia.com

Our telephone switchboard is open 8:00 am – 5:00 pm GMT, Monday to Thursday and 8:00 am – 4:30 pm on Fridays. Our switchboard team will take a message and ensure the appropriate person responds as soon as possible.

12 PROCESSING PERSONAL INFORMATION

12.1 If you process another's Personal Information, you will keep such information confidential and will not, unless authorised to do so, process, publish, make accessible, or use in any other way such Personal Information unless in the course and scope of your duties, and only for the purpose for which the information has been received and related to the duties assigned to you.

12.2 You will also observe the Company's POPIA Policy which sets out the rules and regulations regarding the processing and protection of Personal Information and/or data to which the Employee has access in the course and scope of the Employee's duties, and shall report any infringement relating to the manner in which Personal Information or other data is processed to the Company without delay.

13 COMPLAINTS

13.1 Should you wish to discuss a complaint, please feel free to contact us using the details provided above.

13.2 All complaints will be treated in a confidential manner.

13.3 Should you feel unsatisfied with our handling of your Personal Information, or about any complaint that you have made to us, you are entitled to escalate your complaint to the South African, Information Regulator who can be contacted at: enquiries@inforegulator.org.za
POPIAComplaints@inforegulator.org.za

Information Regulator (South Africa): Woodmead North Office Park, 54 Maxwell Drive,

Woodmead, Johannesburg, 2191

telephone 010 023 5200

toll-free 0800 017 160

14 ACCEPTANCE

14.1 By providing us with the Personal Information which we require from you as listed under this Processing Notice:

- You acknowledge that you understand why your Personal Information needs to be processed;
- You accept the terms which will apply to such processing, including the terms applicable to the transfer of such Personal Information cross border;
- Where consent is required for any processing as reflected in this Processing notice, you agree that we may process this particular Personal Information;
- You confirm that you have shared this Processing Notice with employees, contractors and subcontractors and have received from them the required consent to provide us with their respective Personal Information for processing as provided for and described under this Processing Notice, and where consent is required for any processing as reflected in this Processing notice, such persons have agreed that we may process this particular personal information.
- Where you provide another person's information, you confirm that you are authorised to provide it and that you have given that person this Notice or another appropriate notice, unless an applicable exception permits otherwise. You must not purport to give consent on another adult's behalf unless legally authorised to do so.

14.2 Furthermore, should any of the Personal Information concern or pertain to a legal entity whom you represent, you confirm that you have the necessary authority to act on behalf of such legal entity and that you have the right to provide the Personal Information and / or the required permissions in respect of the processing of that Organization or entities' Personal Information.

14.3 Where consent is the applicable lawful ground, Martech SA will request separate, specific consent for the relevant purpose and will record it. Processing based on contract, legal obligation, legitimate interests or another lawful ground does not depend on consent.

15 CONSEQUENCES OF YOU WITHHOLDING CONSENT OR PERSONAL INFORMATION

15.1 If information is mandatory by law or necessary to enter into or perform a contract and is not provided, Martech SA may be unable to proceed with the relevant relationship, transaction, application or service. If information is optional, or consent is refused or withdrawn for an optional purpose such as certain marketing or non-essential cookies, this will not affect unrelated services unless the information is genuinely necessary for them.

16 PERMISSION TO PROCESS OTHER THIRD PARTY PROVIDED INFORMATION

Where you provide another person's personal information, you confirm that you are authorised to do so, that the collection and disclosure are lawful, and that the person has been given an appropriate privacy notice unless a legal exception applies. Martech SA may request reasonable evidence of that authority and notice.

You confirm and warrant that that you have obtained the required permission from such person (s) to provide us with their Personal Information for processing and indemnify and hold us harmless against any liability or loss which may be incurred by us or our employees as a result of any breach of such warranty.