

THE PROTECTION OF PERSONAL INFORMATION ACT CLIENT PRIVACY NOTICE

Effective date: 01 July 2021

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”).

At Fenns Incorporated we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

About the Company

Company name: Fenns Incorporated
Registration number: 2005/031820/21

The information we collect

The personal information we collect and hold varies depending on what we need to perform our functions and responsibilities.

It may include:

- Your name, address and contact details (for example your phone number or email address);
- Information about your identity (such as date of birth, identity document and/or driver's license);
- Information about your personal circumstances (for example age, gender, marital status and occupation);
- Information about your financial affairs (for example payment details, bank account details, income tax reference number)
- Information about entities connected to you (for example entity name, registration number, address information, director, shareholder and member information)

We do not necessarily collect all of this information from every person but only where it is necessary.

Visitors to our building:

We collect names, identity numbers and/or contact details according to the Disaster Management Act.

We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

Website and/or app usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information.

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 legal or research purposes.

For example:

- To gather contact information;
- To communicate and manage our relationship with you;
- To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or customer satisfaction research or for statistical analysis;
- For record keeping and other administrative purposes, as required by law;
- In connection with legal proceedings.

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 have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

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.

We will not provide your personal information to anyone else unless you consent thereto or one of the following exceptions applies:

- You would reasonably expect us to use the information for that purpose;
- It is legally required or authorised, such as by a law, or a court or tribunal order;
- It is reasonably necessary for an enforcement-related activity;
- We reasonably believe that it is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety;
- We have reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to our functions or activities has been, is being or may be engaged in and we reasonably believe that it is necessary for us to take appropriate action in relation to the matter;
- It is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim; or
- The information is used only for historical, statistical or research purposes and is not published in an identifiable form.

Unless we have your clear informed consent or the law clearly allows us in certain limited circumstances, we will not:

- Sell or rent personal information;
- Use your personal information for purposes that are different, unusual or unexpected in relation to the reason for collecting it in the first place; or
- Share your personal information with third parties in circumstances other than the ones we have referred to above.

Storage and data security

We respect and protect your privacy and store your personal information according to generally accepted information security practices. We take all reasonable steps to protect the personal information held in our possession against loss, unauthorised access, use, modification, disclosure or misuse. Provincial Treasury will promptly with any accidental or unauthorised disclosure of personal information.

When the personal information we collect is no longer required, we delete or destroy it in a secure manner, unless we are required to maintain it because of a law, or court or tribunal order.

Where a breach of personal information occurs we will notify the Information Regulator and affected individuals as required. We will aim to provide you with timely advice to ensure you are able to manage any loss—financial or otherwise—that could result from the breach.

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.

Your Rights: Access to information

You have the right to request and view a copy of the personal information we hold about you. To do this, simply contact us at the numbers/addresses as provided below and specify what information you require.

We will need a copy of your ID document to confirm your identity before providing details of your personal information.

Correction of your information

You have the right to ask us to update, correct or delete your personal information (provided that we do not require this information for the purpose of providing the functions and responsibilities as required by us). We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate.

Definition of personal information

According to the Act “**personal information**” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act, Fenns Incorporated also includes the following items as personal information:

- All addresses including residential, postal and email addresses.
- Change of name – for which we require copies of the marriage certificate or official change of name document issued by the government.

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, please contact us by using the contact details listed below:

Email:

office@fenns.co.za

Telephone numbers:

086 10 33667