

Privacy Policy

- 1.11.1. the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- 1.11.2. dissemination by means of transmission, distribution or making available in any other form; or
- 1.11.3. merging, linking, as well as restriction, degradation, erasure or destruction of Personal Information;
- 1.12. "Record" means any recorded information:
 - 1.12.1. regardless of form or medium, including, but not limited to, any of the following:
 - 1.12.1.1. writing on any material;
 - 1.12.1.2. information produced, recorded or stored by means of any tape- recorder, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information so produced, recorded or stored;
 - 1.12.1.3. label, marking or other writing that identifies or describes anything of which it forms part, or to which it is attached by any means;
 - 1.12.1.4. book, map, plan, graph or drawing; or
 - 1.12.1.5. photograph, film, negative, tape or other device in which one or more visual images are embodied so as to be capable, with or without the aid of some other equipment, of being reproduced;
 - 1.12.2. in the possession or under the control of a Responsible Party;
 - 1.12.3. whether or not it was created by a Responsible Party; and
 - 1.12.4. regardless of when it came into existence;
- 1.13. "Responsible Party" means the relevant entity of Azari which is determining the purposes for which, and the manner in which, any Personal Information and/or Special Personal Information is being, or is to be, processed by Azari.
- 1.14. "Security Compromise" means any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised access to or acquisition of or disclosure of Personal Information and/or Special Personal Information transmitted, stored or otherwise processed by Azari or any operator acting on behalf of Azari;
- 1.15. "Special Personal Information" includes personal information concerning the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health, sex life or biometric information of a Data Subject; or the criminal behaviour of a Data Subject to the extent that such information relates to the alleged commission by a Data Subject of any offence; or any proceedings in respect of any offence allegedly committed by a Data Subject or the disposal of such proceedings;
- 1.16. "Policy" means this Privacy Policy of Azari.

2. PURPOSE OF THIS POLICY

- 2.1. This Policy sets out how your personal information will be used by Azari and applies to any information, including Personal Information and Special Personal Information, which you give to Azari or which Azari may collect from third parties, where necessary.
- 2.2. It is important that you read this Policy carefully before submitting any Personal Information and/or Special Personal Information to Azari.

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- 2.3. By submitting any Personal Information and/or Special Personal Information to Azari you provide consent to the Processing of your Personal Information and/or Special Personal Information as set out in this Policy.
- 2.4. The provisions of this Policy are subject to mandatory, unalterable provisions of Applicable Laws.
- 2.5. Please do not submit any Personal Information or Special Personal Information to Azari if you do not agree to any of the provisions of this Policy. **If you do not consent to the provisions of this Policy, or parts of the Policy, Azari may not be able to provide its services to you.**
- 2.6. Once you have had sight of this Policy, you are deemed to:
 - 2.6.1 have given your voluntary, explicit and informed consent to Azari; and
 - 2.6.2 have been notified in accordance with section 18 of POPIA;
 unless and until: (1) you notify Azari otherwise in writing; and (2) you have received written confirmation from Azari confirming receipt of said notification.

3. PRIVACY AND INDEMNITY

- 3.1. Azari takes your privacy and the protection of your Personal Information and Special Personal Information very seriously, and will only use your Personal Information and/or Special Personal Information in accordance with this Policy and applicable data protection legislation. You must take all necessary and appropriate steps to protect your Personal Information and Special Personal Information yourself (for example, by ensuring that all passwords and access codes are kept secure).
- 3.2. We have implemented reasonable technical and operational measures to keep your Personal Information and Special Personal Information secure.
- 3.3. You hereby indemnify and hold Azari harmless from any loss, damages or injury that you may incur as a result of any Security Compromise of your Personal Information and/or Special Personal Information to unauthorised persons or resulting from your acts or omissions during the provision of incorrect or incomplete Personal Information and/or Special Personal Information to Azari.

4. INFORMATION AZARI MAY COLLECT ABOUT YOU

- 4.1. Azari may collect the following information about you:
 - 4.1.1. Personal Information and Special Personal Information;
 - 4.1.2. Records of correspondence or enquiries from you or anyone acting on your behalf;
 - 4.1.3. details of transactions you carry out with us;
 - 4.1.4. details of contracts, sales or leases you enter into with us;
 - 4.1.5. sensitive or special categories of Personal Information, including biometric information, such as Images, fingerprints and voiceprints; and/or
 - 4.1.6. any other Records as determined by Azari from time to time.
- 4.2. Where you provide Azari with the Personal Information of third parties you should take steps to inform such third party that you need to disclose their details to us, identifying us. Azari will process their Personal Information in accordance with this Policy.

5. HOW AZARI COLLECTS INFORMATION

- 5.1. You may provide Personal Information and/or Special Personal Information to Azari either directly or indirectly.
- 5.2. We may also collect your Personal Information and/or Special Personal Information from your appointed agent, any regulator, or other third party that holds such information.

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6. USE OF INFORMATION COLLECTED

We may use, transfer and disclose your Personal Information and/or Special Personal Information for the purposes of:

- 6.1. providing you with the services you have requested, and notifying you about important changes to these services;
- 6.2. managing your account or relationship and complying with your instructions or requests;
- 6.3. detecting and preventing fraud and money laundering and/or in the interest of security and crime prevention;
- 6.4. assessing and dealing with complaints and requests;
- 6.5. complying with contractual obligations in terms of Economic Development reporting and audits;
- 6.6. operational, marketing, auditing, legal and record keeping requirements;
- 6.7. verifying your identity or the identity of your beneficial owner;
- 6.8. Azari may need to transfer your information to service providers in countries outside South Africa, in which case it will fully comply with applicable South African data protection legislation comprising POPIA and PAIA;
- 6.9. complying with Applicable Laws, including lawful requests for information received from local or foreign law enforcement, government and tax collection agencies;
- 6.10. recording and/or monitoring your telephone calls and Electronic Correspondence to/with Azari in order to accurately carry out your instructions and requests, to use as evidence and in the interests of crime prevention;
- 6.11. disclosing your Personal Information and/or Special Personal Information to third parties for reasons set out in this Policy or where it is not unlawful to do so;
- 6.12. monitoring, keeping record of and having access to all forms of correspondence or communications received by or sent from Azari or any of its Employees, agents or contractors, including monitoring, recording and using as evidence all telephone communications between you and Azari;
- 6.13. improving or evaluating the effectiveness of Azari's business or products, services or offerings; and
- 6.14. prevention and control of any disease.

7. DISCLOSURE OF YOUR INFORMATION

- 7.1. Your Personal Information and/or Special Personal Information may be shared within Azari and with selected third parties who process the information on Azari's behalf.
- 7.2. We may also disclose your Personal Information and/or Special Personal Information to third parties in the following circumstances:
 - 7.2.1. to the Azari Group or other third parties to:
 - 7.2.1.1. assess and monitor any of your applications for Azari's services;
 - 7.2.1.2. determine which services may be of interest to you and/or to send you information about such services, unless you object or choose not to receive such communications, subject to the direct marketing provisions of POPIA;
 - 7.2.1.3. have a better understanding of your circumstances and needs to provide and improve Azari's services;
 - 7.2.2. to any relevant person and/or entity for purposes of prevention, detection and reporting of fraud and criminal activities, the identification of the proceeds of unlawful activities and the combatting of crime;

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- 7.2.3. to any regulator or supervisory authority, including those in foreign jurisdictions, if Azari is required to do so in terms of Applicable Laws;
 - 7.2.4. to a prospective buyer or seller of any of Azari’s businesses or assets;
 - 7.2.5. to any person if Azari is under a duty to disclose or share your Personal Information and/or Special Personal Information in order to comply with any Applicable Laws, or to protect the rights, property or safety of Azari, other Clients or other third parties; and/or
 - 7.2.6. to your agent or any other person acting on your behalf.
- 7.3. We may transfer your information to another of Azari’s entities, an agent, sub-contractor or third party who carries on business in another country, including one which may not have data privacy laws similar to those of the Republic. If this happens, Azari will use its best endeavours to ensure that anyone to whom Azari passes your information agrees to treat your information with the same level of protection as if Azari were dealing with it.
- 7.4. If you do not wish Azari to disclose this information to third parties, please contact Azari at the contact details set out below. Azari may, however, not be able to provide services to you if such disclosure is necessary.

8. RETENTION OF YOUR INFORMATION

As a general rule, Azari will retain your information in accordance with retention periods set out in Applicable Laws, unless Azari deems it necessary to retain it for longer for a lawful purpose (for example, for the purposes of complaints handling, legal processes and proceedings). Should you object to us retaining your Personal Information and/or Special Personal Information, we will only retain it if we are permitted or required to do so in terms of Applicable Laws.

9. ACCESS TO, CORRECTION AND DELETION OF YOUR PERSONAL INFORMATION

- 9.1. You may request details of Personal Information and/or Special Personal Information which Azari holds about you under PAIA. Fees to obtain a copy or a description of Personal Information and/or Special Personal Information held about you are prescribed in terms of PAIA. Confirmation of whether or not Azari holds Personal Information and/or Special Personal Information about you may be requested free of charge. If you would like to obtain a copy of your Personal Information and/or Special Personal Information held by Azari, please review Azari’s PAIA & POPIA Manual, available at www.azarigroup.com. Relevant forms can be found on the Information Regulator’s website at www.justice.gov.za/inforeg/.
- 9.2. You may request the correction of Personal Information and/or Special Personal Information Azari holds about you. Please ensure that the information Azari holds about you is complete, accurate and up to date. If you fail to keep your information updated, or if your information is incorrect, Azari may limit the services offered to you or elect not to do business with you.
- 9.3. You have a right in certain circumstances to request the destruction or deletion of and, where applicable, to obtain restriction on the processing of Personal Information and/or Special Personal Information held about you. If you wish to exercise this right, please contact Azari using the contact details set out below.
- 9.4. You have a right to object on reasonable grounds to the processing of your Personal Information and/or Special Personal Information where the Processing is carried out in order to protect Azari’s legitimate interests or your legitimate interests, unless the law provides for such Processing.

10. AMENDMENT OF THIS POLICY

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- 10.1. We may amend this Policy from time to time.
- 10.2. Any such amendment will come into effect and become part of any agreement you have with Azari when notice is given to you of the change by publication on Azari's website. It is your responsibility to check the website often.

11. HOW TO CONTACT US

If you have any comments or questions about this Policy please contact the Information Officer at:

Address: 11 De Beers Avenue, Paardevlei, Somerset West 7130

E-mail address: info@azarigroup.com

Attention: Information Officer

Telephone number: +27 (0) 21 8521114

12. COMPLAINTS

- 12.1. Should you believe that Azari has utilised your Personal Information or Special Personal Information contrary to Applicable Laws, you undertake to first attempt to resolve any concerns with Azari's Information Officer.
- 12.2. Should you remain dissatisfied, you are encouraged to engage Azari's senior management with a view to resolving the matter.
- 12.3. If you are still not satisfied with such process, you may have the right to lodge a complaint with the Information Regulator, using the contact details listed below:
 - Tel: 010 023 5200
 - Fax: 086 500 3351
 - Email: inforeg@justice.gov.za

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