

CUSTOMER PRIVACY NOTICE

AUTOMATED OUTSOURCING SERVICES (PTY) LTD T/A ITRANSACT (FSP 650)

This is a disclosure as is required by the Protection of Personal Information Act (“PPI”).

We are committed to protecting your privacy and to ensure that you’re personal information is collected and used properly, lawfully and transparently.

THE INFORMATION WE COLLECT

We collect and process your personal information mainly to provide you with access to our services and products, to help us improve our offerings to you and for certain other purposes explained below. The type of information we collect will depend on the purpose for which it is collected and used. We will only collect information that we need for that purpose.

- We collect information directly from you where you provide us with your personal details, for example when you purchase a product or services from us or when you submit enquiries to us or contact us. Where possible, we will inform you what information you are required to provide to us and what information is optional.
- With your consent, we may also supplement the information that you provide to us with information we receive from other companies in the Group in order to offer you a more consistent and personalized experience in your interactions with us.
- Website usage information is 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 it was collected for, or agreed too with you, for example:

- To provide our products or services to you,
- To carry out the transaction you requested and to maintain our relationship;
- 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 audit and record keeping purposes;
- In connection with legal proceedings.
- To comply with legal and regulatory requirements or industry codes to which we subscribe or which apply to us, or when it is otherwise allowed by law

INFORMATION SECURITY

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorised access and use of personal information. We will, on an ongoing basis, continue to review our security controls and related processes to ensure that your personal information is secure.

Our security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigating and reacting to security incidents.

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.

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 these privacy terms.

We may share your personal information with, and obtain information about you from:

- Third parties for the purposes listed above, for example fraud prevention agencies, law enforcement agencies;
- Other companies in the Group when we believe it will enhance the services and products we can offer to you, but only where you have not objected to such sharing;
- Other third parties from whom you have chosen to receive marketing information.
- 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.

ACCESS TO INFORMATION

You have the right to request a copy of the personal information we hold about you. To do this, simply **contact us** at the numbers/addresses listed below and specify detail your information request. We will take all reasonable steps to confirm your identity before providing details of your personal information.

Please note that any such access request may be subject to a payment of a legally allowable fee.

Please also refer to the PAIA Manual for Information

CORRECTION OF YOUR INFORMATION

You have the right to ask us to update, correct or delete your personal information. You may do this by **contacting us** at the numbers/addresses provided below. We will take all reasonable steps 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.

CHANGES TO THIS NOTICE

Please note that we may amend this Notice from time to time. Please check this website periodically to inform yourself of any changes.

HOW TO CONTACT US

Please refer to the **contact us** page.