

Lamatsamo Holdings (Pty) Ltd

PRIVACY POLICY

DATA PROTECTION &
INFORMATION COMPLIANCE



WWW.LAMATSAMOHOLDINGS.CO.ZA



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1. Introduction

Lamatsamo Holdings (Pty) Ltd is committed to protecting people's privacy and ensuring the security of their personal information. This Privacy Policy outlines our practices concerning the collection, use, and disclosure of personal data in compliance with the Protection of Personal Information Act (POPIA) and other relevant South African data protection laws.

2. Definitions

- "**Personal Information**" means information relating to an identifiable, living, natural person, and where applicable, an identifiable, existing juristic person.
- "**Processing**" means any operation or activity concerning personal information.
- "**You**" or "**User**" refers to any individual or entity that provides personal information to us.
- "**Data Subject**" means the person to whom personal information relates.

3. Information We Collect

We may collect various types of personal information, including but not limited to:

- Name, address, and contact details (email, phone number)
- Identification numbers (ID, passport)
- Financial information (bank account details, credit information)
- Employment information (job title, employer)
- Demographic information (age, gender)

- Internet protocol (IP) address and other online identifiers
- Any other information relevant to our business relationship with you

4. How We Use Your Information

We process personal information for the following purposes:

- To provide and maintain our services
- To communicate with you about our services
- To comply with legal and regulatory requirements
- To improve our services and business operations
- For marketing purposes, with your consent
- To detect, prevent, and address technical issues
- To assess and improve the effectiveness of our advertising and marketing campaigns.

5. Legal Basis for Processing

We process your personal information based on one or more of the following legal grounds:

- Your consent
- Performance of a contract with you
- Compliance with a legal obligation
- Protection of your vital interests
- Our legitimate interests, provided they do not override your fundamental rights and freedoms

6. Data Protection and Security

We implement appropriate technical and organizational measures to ensure the security of your personal information. These measures include:

- Encryption of personal data
- Security assessments and testing



- Access controls and authentication procedures
- Employee training on data protection and security
- Physical security measures for our premises and data areas

7. Data Retention

We retain personal information for as long as necessary to fulfil the purposes outlined in this policy, unless a longer retention period is required or permitted by law. The criteria used to determine our retention periods include:

- The length of time we have an ongoing relationship with you
- Whether there is a legal obligation to which we are subject
- Whether retention is advisable in light of our legal position (such as in regard to applicable statutes of limitations, litigation, or regulatory investigations)

8. Cross-border Data Transfers

If we transfer your personal information to countries outside South Africa, we will ensure that the recipient country has adequate data protection laws or that the transfer is subject to appropriate safeguards as required by POPIA.

9. Your Rights

Under POPIA, you have the following rights:

- The right to access your personal information
- The right to correct or update your personal information
- The right to request deletion of your personal information
- The right to object to the processing of your personal information
- The right to withdraw consent for processing, where applicable
- The right to lodge a complaint with the Information Regulator

To exercise these rights, please contact our Information Officer using the details provided in Section 16.



10. Children's Privacy

We do not knowingly collect or process personal information from children under the age of 18 without the consent of a parent or guardian.

If we become aware that we have collected personal information from a child without appropriate consent, we will take steps to remove that information from our servers.

11. Cookie Policy

Our website uses cookies and similar technologies to enhance user experience and collect usage information. You can control cookie settings through your browser preferences. For more details, please refer to our separate Privacy Policy on our website.

12. Third-Party Sharing

We may share your personal information with third parties in the following circumstances:

- With service providers who assist us in operating our business (e.g., cloud storage providers, payment processors)
- With professional advisors (e.g., lawyers, accountants, analysts, auditors)
- With regulatory authorities, when required by law
- In the event of a merger, acquisition, or sale of all or a portion of our assets

We will ensure that such third parties adhere to similar data protection standards and are bound by confidentiality obligations.

13. Data Breach Notification

In the event of a data breach that is likely to result in a risk to your rights and freedoms, we will notify you and the Information Regulator without undue delay, in accordance with POPIA requirements.



14. Complaint Procedures

If you believe that we have not complied with this policy or POPIA, please contact our Information Officer.

You also have the right to lodge a complaint with the Information Regulator:

The Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaints email: complaints.IR@justice.gov.za

15. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and the revised policy will be effective immediately upon posting. We encourage you to review this policy periodically.

16. Contact Information

If you have any questions, concerns, or requests regarding this Privacy Policy or the processing of your personal information, please contact our Information Officer:

Information Officer: SHONGWE, BONISILE FORTUNATE

Deputy Information Officer: DWEBA, LUNGA

This Privacy Policy was last updated on July 26, 2024.



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