

Information Privacy Notice

Promotion of Access to Information / Protection of Personal Information

THE PROTECTION OF PERSONAL INFORMATION ACT

1. Information Security Privacy Notice

This Notice explains how Letaba Networks (Pty) Ltd obtains, uses, and discloses your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”).

At Letaba Networks, we are committed to protecting your privacy and ensuring that your personal information is collected, protected, and used properly, lawfully, and transparently.

2. The Information We Collect

We collect and process your personal information mainly to contact you for business transactions, such as providing our services to meet your needs and expectations, procuring goods and services, and delivering services accordingly. For this purpose, we collect contact details, including your name and organization.

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

Website usage information may be collected using “cookies,” allowing us to gather standard internet visitor usage information.

3. How We Use Your Information

We will use your personal information only for the purposes for which it was collected and agreed upon with you. Additionally, your information may be retained for legal or research purposes.

For example:

- To gather contact information.
- To confirm and verify your identity or authorized user status for security purposes.
- For fraud detection and prevention, crime prevention, and money laundering prevention.
- To conduct market or customer satisfaction research or statistical analysis.
- To ensure the supply of goods and services are meeting specified needs and expectations, including goods compliance certifications and service value.

- For audit and record-keeping purposes.
- In connection with legal proceedings.

4. Disclosure of Information

We may disclose your personal information to our service providers involved in delivering products or services to you, ensuring compliance with privacy requirements as per the Protection of Personal Information Act.

We may also disclose your information:

- Where required by law or industry codes.
- Where necessary to protect our rights.

5. Information Security

We are legally obliged to provide adequate protection for the personal information we hold and to prevent unauthorized access and use of personal information. We continuously review our security controls and related processes to maintain your personal information's security.

Our security policies and procedures cover:

- Physical security.
- Computer and network security.
- Access to personal information.
- Secure communications.
- Security in outsourcing 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 responding to security incidents.

When contracting with third parties, we impose appropriate security, privacy, and confidentiality obligations to ensure the security of personal information.

We ensure that anyone to whom we pass on your personal information agrees to treat it with the same level of protection as required.

6. Your Rights: Access to Information

You have the right to request a copy of the personal information we hold about you. To do this, contact us at the provided numbers/addresses on our website and specify the required information. We will require a copy of your ID document to confirm your identity before providing personal information details.

Please note that such access requests may be subject to a legally allowable fee.

7. Correction of Your Information

You have the right to ask us to update, correct, or delete your personal information. We will require a copy of your ID document to confirm your identity before making any changes. Keeping your personal information accurate is appreciated.

8. Definition of Personal Information

According to the Act, “personal information” means information relating to an identifiable, living, natural person, and where applicable, an identifiable, existing juristic person. Letaba Networks 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 state department.

9. How to Contact Us

If you have any queries about this notice, need further information about our privacy practices, wish to withdraw consent, exercise preferences, or access or correct your personal information, please contact us at the provided numbers/addresses and/or email address on the letterhead.