

PRIVACY POLICY

PROTECTION OF PERSONAL INFORMATION

REGULATING AFRICA (PTY) LTD and/or the FSP recognizes the integral importance of the right to privacy and is committed to protecting the personal data of our clients. The **Protection of Personal Information Act 4 of 2013 (“POPIA)** requires us to inform you how we use and disclose personal information we obtain from you. We are committed to protecting your privacy and will ensure that your personal information is used appropriately, transparently and according to applicable law. This privacy policy sets out how the FSP herein uses and protects any personal information that you provide to us when you make use of our website and/or our services. In certain cases, we may ask you to provide certain information to validate your identity. When you use our website, you can be assured that any personal information which we have collected will only be used in accordance with this privacy statement.

POPIA protects your right to know what information is being collected and for what purpose it is being used

THE INFORMATION WE COLLECT AND WHAT WE DO WITH IT

The personal information collected and processed by **REGULATING AFRICA** is primarily used to process your service level agreement with us and is intended to provide you with access to our services and product offerings. The type of information we collect will depend on the need for which it is collected and will be processed for that specific purpose. The type of information collected include but are not limited to; ***your name and surname, contact information including an email address and certain demographic information.*** We require this information to understand your needs and provide you with personalized services that would fit your unique needs, and in particular for the following reasons: To maintain internal record keeping and to improve our products and services. We may also periodically send promotional emails about new products, special offers or other products and or general information which we think you may find interesting using the email address which you have provided to us. We may contact you by email, telephone and/or e-mail. This is primarily to ensure that we customize the website to suit your interests and needs.

CONTROLLING AND DISCLOSURE OF YOUR INFORMATION

We will not sell, distribute or lease your personal information to third parties **unless we have your permission to do so.** We may disclose your information where we have a duty or a right to disclose in terms of applicable legislation or where it may be necessary to protect our rights. We may use your personal information to send you promotional information about third parties which we think you may find interesting, **if you consent to this.** If you are aware that any information, we are holding are incorrect or incomplete, please email us at potlako@regulatingafrica.com as soon as possible and we will correct any information found to be incorrect.

HOW WE USE YOUR INFORMATION

We will use your personal information only for the purposes for which it was collected and agreed to with you. This may include but are not limited to the processing of your service level agreement with **REGULATING AFRICA**, processing of fee, goods and/or services payments, confirming and verifying your identity or for security purposes; detection and prevention of fraud, crime, money laundering or other malpractices; debt tracing or debt recovery; auditing and record keeping requirements; to carry out the services you requested; to provide you with relevant communications as well as regulatory matters which may affect you.

SAFEGUARDING YOUR INFORMATION

The POPIA requires us to adequately protect the personal information we hold and to avoid unauthorized access and usage of your personal information. We will continuously review our security controls and processes to ensure that your personal information is kept secure. If we need to transfer your personal information to another country for processing or storage purposes, we will ensure that any party to whom we pass on your personal information will treat your information with the same level of protection as required from us.

YOUR RIGHTS

You have the right to ask us to update, make any corrections or delete your personal information from our database. We will however, take all reasonable steps to confirm your identity before providing details of your personal information or making any amendments to your personal information.

You may contact us and request the information you would like at:

INFORMATION OFFICER: POTLAKO NALA

EMAIL ADDRESS: potlako@regulatingafrica.com

WEBSITE ADDRESS: <https://www.regulatingafrica.com/>

CHANGES TO THIS NOTICE

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

Thank you for taking the time to read our privacy policy!