THUMEZA ENTERPRISES (PTY) LTD

PRIVACY STATEMENT

PROTECTION OF PERSONAL INFORMATION ACT

Privacy.

Our privacy policy can be found here and explains in detail how we collect, manage, process, secure, and store User Content and private information.

Security.

While we take reasonable steps to safeguard and prevent unauthorized access to your private information (including User Content), we cannot be responsible for the acts of those who gain unauthorized access, and we make no warranty, express, implied, or otherwise, that we will prevent unauthorized access to your private information or User Content.

Data Privacy Statement.

Protecting your privacy is as important to us as it is to you. For us, it's more than just making sure we comply with the relevant legislation; you trust us with your personal information, and we respect that trust. This Privacy Statement explains why and how we collect, use, and store your personal information. The processing of personal data must be transparent and secure, in conformity with the Protection of Personal Information Act (POPI. This Privacy Statement contains the information required by POPI, the National Credit Act (NCA) and other relevant privacy legislation.

We are committed to protecting your personal information and undertake to adhere to the various data and privacy laws that require us to do so. You agree to submit certain personal information to us to continuously optimise our products and services to you.

We want you to understand who you are sharing your information with, what kind of information we collect and how we use the information.

In your day-to-day dealings with Thumeza Enterprises, we obtain information about you. We want you to know exactly what that information is and what we do with it. This Privacy Statement describes how we collect, use, process, and disclose your personal information, in conjunction with your access to and use of Thumeza Enterprises' web and app platforms.

The Protection of Personal Information Act (POPI) is aimed at protecting your personal information and prescribes what we must and must not do with it. POPI created an Information

Regulator that checks that companies like Thumeza manage personal information in a responsible manner that respects your privacy.

From time to time, we may have to amend this notice to accommodate changes in our business or services or if legal requirements change. It is your responsibility to check that you have read the latest version. This Privacy Statement applies:

- when you use any of our products or services;
- when you supply services to us where this involves any personal information;
- to any information collected from third parties for credit granting purposes.

This Privacy Statement also applies to our websites, apps, and online services as well as any publications or newsletters that you request.

What information do we collect

Personal information may include any data that can identify you. This may be sourced directly from you, your banker, your staff, your trade references, credit ratings agencies, information or service providers, public records and other third parties mentioned in this policy.

“Personal information’ is any information that can be used to identify you or that we can link to you. Where you use our services, we will collect personal information directly from you.

Information that you voluntarily provide to us.

We collect information that you voluntarily provide to us including when you communicate with us via application forms, email, or other channels when you apply for our services or sign up for newsletters, alerts, or other materials; and when you respond to our communications or requests for information.

The information you provide may include current and historical personal information including your name, contact details, title, identification, employment, positions held, bank account details and trade references as well as the Company details and information about the organisation with which you are affiliated. We may also collect personal information about your other dealings with us and our clients, including any contact we have with you in person, by telephone, email or online.

We collect information while you use our websites.

Every time you connect to our website, we store web server logs which show your IP address (the unique number which your machine uses when it is connected to the Internet), what you looked at, whether the page request was successful or not, and which browser you used to view the pages. The use of this data is strictly for statistical and personalisation purposes only. This helps us understand which areas of the site are of particular interest and also which pages are not being requested. It also tells us how many hits and page requests we get. We use cookies

to optimise your website experience, but you can opt out. A cookie is a small piece of information stored by your browser on your device. It may contain some personal details in an encrypted format, which can be recalled when you return to the website.

We use cookies to identify the device you use to connect to our website. We use anonymous cookies to collect data about how you use our website, so that we can improve and optimise your website experience. You can opt out of cookies by activating the setting on your web browser which allows your web browser to refuse cookies. However, if you select this setting, you may be unable to access certain parts of our website and this may have a detrimental effect on your experience and the web-based services that we can offer you. You may delete the cookies stored on your computer at any time.

Why we need your personal information.

Our primary goal for collecting information about you is to provide our products and services to you. Your personal information also helps us to accurately assess your suitability for credit. This typically involves identity checks, contact details verification and assessment of financial records. We need your personal information if you apply for credit.

We use your personal information to process your credit application, this includes checking your identity, credit status, contact details and financial track record. We use automated decision-making based on the information you provide in the credit granting process. We also need personal information to send statements and other legal documents and collect the payments you owe us.

Sharing your information.

We will never use your personal information for other reasons than providing services to you. We will also never provide your information to entities outside our organisation. Your privacy is important to us, and we undertake not to use or share your personal information unless for business purposes. We use suppliers or service providers who we trust to provide services to us and sometimes that involves sharing your information with them. They operate under strict requirements aimed at keeping your personal information secure and confidential and they will only use it for the purpose for which we have sent it to them. We always engage external service providers with appropriate Non-Disclaimer and/or Data Sharing Agreements to protect your data.

We may share your personal information with banking institutions, Attorneys, debt collectors, trade references and consultants to supply credit or collect on default credit from you. We may further be required to share your information with governmental, judicial, regulatory and law enforcement bodies and agencies, including the credit regulator.

Your rights and preferences.

You have the right to:

- ask what personal information we hold about you;
- ask what information was sent to our suppliers, service providers or any other third party;
- ask us to update, correct or delete any out-of-date or incorrect personal information;
- object to the processing of your personal information.

It can take us up to 21 days to respond to your request and we may charge a small fee. If you want us to delete all personal information we have about you, you will probably have to terminate all agreements you have with us. We cannot maintain our relationship with you without having some of your personal information. We can refuse to delete your information if we are required by law to keep it or if we need it to protect our rights.

Security.

We have taken every reasonable measure to keep all our information assets secure, reliable, and protected from unauthorised access. To this end, we deploy the latest in security technologies and best practices in the management of your information and will inform you in the unlikely event of your information being compromised. We always take your privacy and the security of your personal information seriously.

We regularly monitor our systems for possible vulnerabilities and attacks. No system is perfect so we cannot guarantee that information may not be accessed, disclosed, altered or destroyed by a breach of any of our physical, technical or managerial safeguards.

Please note that any email you send to us is not encrypted and may be monitored by us. Please do not send us sensitive or confidential personal information by email.

We will inform you if your privacy is ever compromised. Although we cannot prevent all security threats, we have measures in place to minimise the threat to your privacy. Should there be a data breach where your personal information is directly affected, we will follow the guidelines provided by data privacy legislation to inform you.

Governing Law.

This Agreement's interpretation or any disputes arising from your access to, dealings with, or use of the Services will be governed by and interpreted by the laws of the Republic of South Africa.

Our Compliance Officer's information.

You may direct any queries or requests to our information officer by email to team@thumeza.io.