

## PRIVACY POLICY

**PLEASE READ THIS PRIVACY POLICY CAREFULLY. IF YOU ARE CONCERNED ABOUT ANY ASPECT OF THIS PRIVACY POLICY AS IT RELATES TO YOUR PERSONAL INFORMATION, PLEASE DO NOT CONTINUE TO ENGAGE WITH US, USE OUR WEBSITE OR OUR PRODUCTS AND SERVICES.**

### 1 INTRODUCTION

- 1.1 Motify Proprietary Limited, registration number 2019/436597/07 ("**Motify**", "**we**", "**us**" or "**our**") conducts its business with offices at Brickfield Canvas, Brickfield Road, Woodstock, Western Cape, 7925.
- 1.2 Motify needs to gather and use certain personal information about individuals and companies including Motify's customers, suppliers, business contacts, employees, website visitors, and other people Motify has a relationship with or may need to contact ("**you**", "**your**" or "**data subject**"). "**Personal information**" means any information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person.
- 1.3 This privacy policy ("**Policy**") describes what personal information we processed – including how it is collected, stored, shared, and transferred.
- 1.4 This Policy must be read together with any other documents or agreement between Motify and you.

### 2 RESPONSIBLE PARTY

- 2.1 For the purposes of this Policy and the South African Protection of Personal Information Act ("**POPIA**"), Motify is the "*responsible party*" in respect of your personal information and special personal information because Motify determines the purpose and means of processing your personal information.
- 2.2 We have appointed an Information Officer who is responsible for overseeing questions and complaints in relation to this Policy –
  - 2.2.1 Name: **Chantelle Giani**
  - 2.2.2 Email: **contact@pinewoodsa.co.za**
  - 2.2.3 Telephone number: **+27 21 468 5900**

### 3 WHO DOES THIS POLICY APPLY TO?

- 3.1 This Policy applies to the processing of personal information by us or our successors-in-title relating to you and you are –

- 3.1.1 a visitor to our website, the Motify client portal, as well as any app, blog or associated microsites which may be launched in future;
- 3.1.2 a current, prospective, or past Motify contractor, consultant, service provider, any other party who is our agent or are working on our behalf or in our name, whether it be through the outsourcing of services, processes or any business activity; or
- 3.1.3 you are a current, prospective, or former employee or director of Motify. For purposes of this Policy, “**employee/s**” will encompass all the aforementioned individuals and all persons who work on a permanent and non-permanent basis within Motify, as well as other individuals, including temporary and contract workers, independent contractors, consultants, professional advisors, secondees, interns, job applicants and ex-employees.
- 3.2 This Policy does **not** apply to the information practices of third parties (including, without limitation, their websites, platforms and/or applications) which we do not own or control or individuals that we do not manage or employ. These third-party websites may have their own privacy policies and terms and conditions, and we encourage you to read them before using those third-party sites.
- 3.3 **OUR WEBSITE AND OUR SERVICES ARE NOT TARGETED AT CHILDREN. WE WILL NOT KNOWINGLY PROCESS THE PERSONAL INFORMATION OF PEOPLE UNDER THE AGE OF 18 WITHOUT EXPRESS CONSENT FROM A PARENT OR GUARDIAN TO DO SO.**

#### 4 **PERSONAL INFORMATION WE MAY PROCESS ABOUT YOU**

- 4.1 We may process various information about you including –
- 4.1.1 **Identity Information:** Your first name, last name, title, date of birth, marital status, title, occupation, interests, date of birth, gender, race and legal status, as well as copies of your identity documents, photographs, identity number, registration number and your qualifications, and other identifiable information that you may have provided at some time.
- 4.1.2 **Contact information:** Your billing address, delivery address, email address, telephone numbers and any other information you have given to us for the purpose of communication or meeting.
- 4.1.3 **Financial information:** Your bank account details, insurance information, financial statements, tax clearance certificates and VAT registration numbers.
- 4.1.4 **Transaction Information:** Information about payments made to or received from you and company information, which may consist of financial activity.

- 4.1.5 **Marketing and communication:** Information contained in communication received and sent to you; your preferences regarding receiving marketing information from us or third parties; calls to and from Motify; your views and opinions.
- 4.1.6 **Technical information:** Your internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website, your access to and use of the website, products and services, such as what links you went to, what content you accessed, the amount of content viewed and the order of that content, as well as the amount of time spent on the specific content.
- 4.1.7 **Special personal information:** Special personal information is information about your race or ethnicity, religious or philosophical beliefs, sex life, political opinions, information about your health and biometric data. We make every effort to limit our collection of any special personal information about you but may be required to process such special personal information from employees to comply with applicable laws (such as broad-based black economic empowerment, employment equity legislation, and other employment related legislation). We may also conduct background and credit checks on prospective employees and contractors or service providers but will request your consent before we do so. We are also required in terms of applicable laws to process some of your health information to comply with COVID-19 regulations and protocols.
- 4.1.8 **Other data subjects' personal information:** There may be instances in which the personal information that you provide to us or which we collect constitutes personal information of someone other than yourself. Where you provide a third party's personal information to us, you warrant that the information is accurate and that you have the necessary consent to share the data with us, unless you have another lawful basis for sharing the data with us. This applies to, for example, personal information related to your customers, directors, shareholders, and service providers.
- 4.2 We may aggregate anonymous information such as statistical or demographic data for any purpose. Anonymous information is information that does not identify you as an individual. Aggregated information may be derived from your personal information but is not considered personal information in law because it does not reveal your identity. However, if we combine or connect aggregated data with your personal information so that it can identify you in any way, we treat the combined data as personal information, and it will be used in accordance with this Policy.
- 4.3 What happens if you do not provide us with your personal information?
- Unless otherwise stated, all information we request from you is obligatory. If you do not provide and/or allow us to process all the obligatory information as requested, we will not be able to keep complete information about you, thus affecting our ability to accomplish the

purposes set out in section 6 below. In some instances, we need to collect your personal information because a law requires it; or where we enter into a contract with you or are trying to enter into a contract with you we may not be able to perform unless we process your personal information.

#### 4.4 How is your personal information collected?

Most of the personal information we process about you is information that you knowingly provide to us (i.e., personal information that you provide directly to us). However, in some instances, we process personal information that we are able to infer about you based on other information you provide to us (such as supporting documents) or on our interactions with you, or personal information about you that we receive from a third party using a process that we have told you about. For example, we may contract with third parties to support us to do credit and background checks. We may also receive personal information about you from third party sources and public sources such as when we conduct background and credit checks; recruitment agencies; CIPC. We may also collect certain information when you use our website or other electronic platforms via cookies and other tracking tools.

## 5 **LAWFUL BASIS**

5.1 There are limited available legal (lawful) basis for us processing and using your personal information. Our legal basis for collecting and using the personal information described above will depend on the personal information concerned and the specific context in which we collect it.

5.2 We process your personal information on the following basis –

5.2.1.1 **Legitimate interests:** We process your personal information in line with our legitimate business interests, which interests are not overridden by your data protection interests or fundamental rights and freedoms.

5.2.1.2 **Contract:** We process your personal information to the extent it is necessary to conclude or perform under the contract we have with you.

5.2.1.3 **Legal obligation:** We have certain legal obligations which require us to process your personal information. This includes, for example, to comply with tax laws, anti-money laundering laws.

5.2.1.4 **Consent:** In certain limited instances, we may request your consent to process your personal information.

5.2.2 We may process your special personal information on the following basis –

5.2.2.1 **Consent:** In certain limited instances, we may request your consent to process your special personal information.

5.2.2.2 **Legal obligation:** We have certain legal obligations (including government reporting obligations) which requires us to process your special personal information. This includes, for example, to comply with B-BBEE laws, employment equity legislation, anti-money laundering laws, COVID-19 regulations.

## 6 PURPOSE

6.1 We set out below the purposes of which we process your personal information and special personal information –

Categories of personal information processed by us	Purpose of processing
<b>Service providers or suppliers</b>	
<b>Identity information:</b> Company name, registration number, registered address.	To enter into the contract with the supplier or service provider.
<b>Contact information:</b> Contact information of a representative of the service provider or supplier and records of correspondence with the representative of the service provider or supplier.	To send notices and information regarding the contract or legal proceedings.
<b>The results of background checks:</b> The outcome of financial, criminal and employment verification background checks, where we are authorised to conduct this check.	To determine your suitability for appointment as a service provider.
<b>Financial information:</b> Bank account details, taxpayer information.	To perform under the contract and make payment to the service provider or supplier
<b>CCTV:</b> Information captured on security systems, including CCTV and key card entry systems.	To prevent and detect crime. To protect the health and safety of applicable data subjects. To manage and protect our property.
<b>Information from screenings:</b> Where permitted by law, the results of drug and alcohol testing, screening, health certifications and COVID-19 screenings.	To protect the health and safety of applicable data subjects. To comply with applicable health and safety laws.
<b>Access information and security information:</b> Information you provide us prior to and when signing into our premises and other information that may be requested when you access our sites.	To provide you access to our premises and to monitor who is on premises for the purpose of safety and security.
<b>Customers</b>	

<p><b>Identity information:</b> Company name, registration number, registered address, VAT number, auditor details.</p>	<p>To enter into the contract with the customer and to provide services to the customer.</p>
<p><b>Contact information:</b> Contact information of a representative of the customer and records of correspondence with the representative of the customer.</p>	<p>To exchange information for warranty/aftersales to the relevant manufacturer of your vehicle.</p> <p>The purchase of a vehicle</p> <p>To send notices and information regarding the contract or legal proceedings.</p> <p>To follow up as part of our customer service;</p> <p>To send direct marketing where agreed to.</p>
<p><b>Know-your customer documents:</b> Details about your financial year end, your bank statements, your directors and shareholding, and detail available via external portals such the Companies and Intellectual Property Commission.</p>	<p>To conduct the appropriate know-your-customer checks.</p> <p>To comply with applicable law, such as the Financial Intelligence Centre Act, No. 38 of 2001.</p>
<p><b>CCTV:</b> Information captured on security systems, including CCTV and key card entry systems</p>	<p>To prevent and detect crime.</p> <p>To protect the health and safety of our customers and staff.</p> <p>To manage and protect our property and the property of our staff, customers and other visitors.</p>
<p><b>Information from screenings:</b> Where permitted by law, the personal information from screening including COVID-19 screenings.</p>	<p>To protect the health and safety of our customers and staff.</p> <p>To comply with applicable health and safety laws.</p>
<p><b>Access information and security information:</b> Information you provide to us prior to and when signing in to our premises and other information that may be requested when you access our sites.</p>	<p>To provide you access to our premises and to monitor who is on our premises for the purpose of safety and security.</p>
<p><b>Website users</b></p>	
<p><b>Identity information:</b> Your first name, last name, title, title, occupation, and other identifiable information that you may have provided at some time.</p>	<p>To contact you if you have requested that we do so</p>
<p><b>Contact information:</b> Your billing address, delivery address, email address, telephone numbers and any other information you have given to us for the purpose of communication or meeting.</p>	<p>To contact you if you have requested that we do so</p>
<p><b>Marketing and communication:</b> Information contained in communication received and sent to you; your preferences regarding receiving marketing information from us or third parties; calls to and from Motify.</p>	<p>To contact and send you marketing communication you if you have requested that we do so</p> <p>From time to time we may contact you by e-mail or telephone to ask your opinions</p>

<p><b>Technical information:</b> Your internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website, your access to and use of the website, products and services, such as what links you went to, what content you accessed, the amount of content viewed and the order of that content, as well as the amount of time spent on the specific content.</p>	<p>To track your access and use of our website and portals</p> <p>To improve your user experience</p> <p>To provide aggregate information and statistics for the purposes of monitoring website usage in order to help Motify develop its website and services</p>
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<b>Categories of personal information processed by us:</b>	<b>Applicable to the following categories of employees:</b>	<b>Purpose of processing:</b>
<p><b>Biographic information:</b> Your full name, gender, date of birth, identity number or passport number (as applicable), photograph, nationality, marital status.</p>	<p>Job applicants;</p> <p>Employees (permanent and non-permanent);</p> <p>Independent contractors;</p> <p>Contractor workers;</p> <p>Professional advisors;</p> <p>Consultants;</p> <p>Secondees;</p> <p>Interns;</p> <p>Ex-employees.</p>	<p>To evaluate applications for employment;</p> <p>To manage all aspects of the employment relationship (including, but not limited to, payroll, benefits, corporate travel and other reimbursable expenses, development and training, absence monitoring, performance appraisal, disciplinary and grievance processes and other general administrative and human resource-related processes).</p>
<p><b>Contact information:</b> Your home and postal address, telephone number, email address.</p>		
<p><b>Employment history and information:</b> Your current job title, details of your employment history including employer's names and details, your performance information (including management metrics, appraisals, feedback), any disciplinary records, salary expectations.</p>		
<p><b>Education records:</b> Your academic records, proof of qualification.</p>		
<p><b>Criminal record</b> (where permissible and in accordance with applicable law).</p>		
<p><b>CCTV:</b> Information captured on security systems, including CCTV and key token entry systems.</p>	<p>To decide on your suitability for employment.</p>	<p>To prevent and detect crime;</p> <p>To protect the health and safety of our clients and employees;</p> <p>To manage and protect our property and the property of our</p>

Categories of personal information processed by us:	Applicable to the following categories of employees:	Purpose of processing:
		employees, clients and other visitors.
<p><b>Third party personal information:</b> Your emergency contact's personal information (including full name, telephone number, email address), your employer's contact details (if listed as a contactable reference).</p>		<p>To notifying your emergency contact in the event of an emergency;</p> <p>To contact your references as part of the recruitment process.</p>
<p><b>Further Third party personal information:</b> Your beneficiaries' personal information (including full name, identity number, telephone number, email address and physical address).</p>		<p>To maintain emergency contact and beneficiary details to contact your nominee in the event of an emergency or for the purpose of contacting the beneficiary in respect of benefits.</p>
<p><b>Financial information:</b> Your bank account details, taxpayer information.</p>		<p>To manage payroll and facilitate payment to you;</p> <p>To comply with applicable tax and employment laws.</p>
<p><b>Health and biometric personal information:</b> Information about any critical medical health issues and medication (if applicable to such conditions), any special needs and physical limitations, your biometrics.</p>		<p>To maintain sickness records and occupational health programs;</p> <p>To provide access to the property (in the case of biometrics).</p>
<p><b>Information from screenings:</b> Where permitted by law the results of drug and alcohol testing, screening, health certifications, COVID-19 screenings.</p>		<p>To protect the health and safety of our clients and employees;</p> <p>To comply with applicable health and safety laws.</p>
<p><b>Policy information:</b> Your acknowledgements regarding our policies, including this Policy.</p>		<p>To ensure that you read and understand the policies applicable to the workplace.</p>
<p><b>Access information and security passes:</b> Key token entry systems.</p>		<p>To provide you access to the premises and to monitor which employees are on premises for the purpose of safety and security.</p>



Categories of personal information processed by us:	Applicable to the following categories of employees:	Purpose of processing:
<p><b>IT information and correspondence:</b> Information required to provide access to our IT systems and networks such as IP addresses, log files and login information, voicemails, emails, correspondence and other work product and communications created, stored or transmitted by an employee using our computer or communications equipment.</p>		<p>To protect the safety and security of Motify, its clients, employees and property;</p> <p>To assess work performance and whether facilities are being used in accordance with acceptable use policies in effect.</p>
<p><b>Other personal information:</b> This may include information you provide through internal surveys, choose to include on your intranet profile or post on our notice boards or intranet, such as photographs, birthdays or biographical details.</p>		<p>To conduct employee opinion surveys and to promote your profile within Motify.</p>
<p><b>Exit information:</b> Date of resignation or termination, reason for resignation or termination, and information relating to administering termination of employment (e.g., references).</p>	<p>Ex-employees</p>	<p>To administer termination of employment and provide and maintain references.</p>

## 7 SHARING AND TRANSFERRING YOUR PERSONAL INFORMATION

7.1 In order to carry out the purposes outlined above, information about you may be disclosed for the purposes set out above to other third parties.

### 7.2 Group transfers

7.2.1 We may be required to report on certain matters to our board, shareholders and our parent company which may involve the transfer from us to another entity in the group. Like many businesses, we have also centralised certain aspects of our data processing and administration in order to allow us to better manage our business. That centralisation may result in the transfer of personal information from one country to another or from entity in the Group to another entity in the Group.

7.2.2 Entities in the Group have entered into binding agreements to regulate the sharing of personal information amongst the Group.

### 7.3 **Third party service providers**

7.3.1 Like many businesses, from time to time, we outsource the processing of certain functions and/or information to third parties.

7.3.2 When we do outsource the processing of your personal information to third parties or provide your personal information to third party service providers, we oblige those third parties to (i) enter into a written contract with us; (ii) protect your personal information in accordance with the terms and conditions of this Policy; (iii) treat the personal information and confidential and not share or transfer your personal information to any other entity without our express written permission; (iv) adopt appropriate security measures; and (v) only use your personal information for the purposes of fulfilling their obligations to us.

### 7.4 **Business Transfers**

7.4.1 As we continue to develop our business, we may sell the business or certain assets to other third parties. In such transactions, contracts with you and your personal information are generally one of the transferred business assets and is processed by a third party. We reserve the right to share your personal information with any bona fide prospective or actual third-party buyers (and their advisors) in respect of such business transfers.

### 7.5 **Legal Requirements**

7.5.1 We reserve the right to disclose any personal information we have concerning you if we are compelled to do so by a court of law or requested to do so by a governmental entity or if we determine it is necessary or desirable to comply with the law or to protect our legitimate interests in accordance with applicable laws. We also reserve the right to retain personal information collected and to process such personal information to comply with accounting, tax rules, regulations, and any specific record retention laws.

### 7.6 **Transfers outside of the applicable jurisdiction**

7.6.1 In some instances, your personal information may be transferred outside South Africa. This happens when we share your personal information among the Group and where we appoint a service provider who may be located in other jurisdictions.

7.6.2 Presently, we only transfer personal information to the United Kingdom.

7.6.3 Should your personal information move outside of South Africa, we use POPIA-compliant mechanisms such as entering into binding agreement with the recipients to

require that the same level of protection be applied in the jurisdiction where the data is being processed by the data recipient to ensure that your personal information is treated by third parties in a way that is consistent with and which respects all applicable local laws.

## **8 DATA SECURITY**

- 8.1 Maintaining the security of your personal information and ensuring that you are in control of how your personal information is handled is a priority at Motify.
- 8.2 The personal information we collect from you is stored by us and/or our service providers on databases protected, as far as reasonably possible, through a combination of physical and electronic access controls, firewall technology and other appropriate administrative, technical, personnel and physical security measures.
- 8.3 Nevertheless, such security measures cannot prevent all loss, misuse or alteration of personal information and we are not responsible for any damages or liabilities relating to any such incidents to the fullest extent permitted by applicable law and other applicable laws.
- 8.4 Where required under law, we will notify you of any such loss, misuse or alteration of personal information that may affect you, so that you can take the appropriate actions for the due protection of your rights.

## **9 STORAGE AND RETENTION**

- 9.1 We keep records of your personal information no longer than is necessary for the purpose for which we originally obtained them and for any other permitted compatible purposes.
- 9.2 This prohibition will not apply in the following circumstances –
  - 9.2.1 where the retention of the record is required or authorised by law;
  - 9.2.2 Motify requires the record to fulfil its lawful functions or activities;
  - 9.2.3 retention of the record is required by a contract between the parties thereto;
  - 9.2.4 the data subject (or competent person, where the data subject is a child) has consented to such longer retention; or
  - 9.2.5 the record is retained for historical, research or statistical purposes provided safeguards are put in place to prevent use for any other purpose.
- 9.3 Should you exercise your rights under sections 14 or 24 of POPIA, we will, as soon as reasonably practicable, delete your personal information under our control from all production (live) systems, provided that we are not subject to a legal requirement to retain

such personal information, we would be unable to perform our contractual obligations to you if such personal information is deleted or we have another lawful basis to retain such personal information. Insofar as backups are concerned, please take note that the integrity of our backups is of paramount importance to our operations and to the clients we serve. Deleting single data entries from compressed backup files may jeopardise the integrity of the entire backup file and may negatively affect our ability to recover data for business continuity and disaster recovery purposes. Should the personal information you want deleted be stored in backup files, this personal information will be deleted in due course and in accordance with our data backup write-over policy. Access to our back-up files is restricted and these files are not generally accessible by our employees, nor is it being used in any of our production (live) systems, unless required for business continuity or disaster recovery purposes.

## 10 DIRECT MARKETING

10.1 Where you have provided Motify your consent to uses your personal information for electronic marketing purposes and we may contact you to update you in accordance with your selected marketing preferences via email, text message, or telephone with offers, services and other related products.

10.2 You have the right to opt-out of receiving promotional communication at any time by –

10.2.1 Changing your marketing preference by selecting the 'Preferences' link located at the bottom of each marketing mailer; or

10.2.2 Contacting Motify via the contact details set out in this Policy.

## 11 COOKIES AND AUTOMATED PROCESSING

11.1 Our website uses cookies. Cookies are small text files that are used to store small pieces of information. They are stored on your device when the website is loaded on your browser. These cookies help us make the website function properly, make it more secure, provide better user experience, and understand how the website performs and to analyze what works and where it needs improvement. To do so, we use automated profiling software.

11.2 Our website uses first-party and third-party cookies for several purposes. First-party cookies are mostly necessary for the website to function the right way, and they do not collect any of your personally identifiable data. The third-party cookies used on our website are mainly for understanding how the website performs, how you interact with our website, keeping our services secure, providing advertisements that are relevant to you, and all in all providing you with a better and improved user experience.

11.3 What types of cookies do we use?

11.3.1 **Essential:** Some cookies are essential for you to be able to experience the full functionality of our site. They allow us to maintain user sessions and prevent any security threats. They do not collect or store any personal information. For example, these cookies allow you to log-in to your account.

- 11.3.2 **Statistics:** These cookies store information like the number of visitors to the website, the number of unique visitors, which pages of the website have been visited, the source of the visit, etc. These data help us understand and analyze how well the website performs and where it needs improvement.
- 11.3.3 **Marketing:** Our website displays advertisements.
- 11.3.4 **Functional:** These are the cookies that help certain non-essential functionalities on our website. These functionalities include embedding content like videos or sharing content of the website on social media platforms.
- 11.3.5 **Preferences:** These cookies help us store your settings and browsing preferences like language preferences so that you have a better and efficient experience on future visits to the website.
  
- 11.4 **Website Banner Marketing:** If you visit our website, you may receive personalised banner advertisements whilst browsing other websites including but not limited to search engines and social networking. Any banner advertisement you will see will relate to products you have viewed whilst browsing our website on your computer or other devices. These advertisements are provided by Motify using 'Cookies' placed on your computer or other device. You can remove or disable cookies at any time – see our cookies policy below for more information.
  
- 11.5 **Social Media:** You may receive advertising based on information about you that we have provided to the social media platform or because, at our request, the platform has identified you as having similar attributes to the individuals whose details it receives from us.
  
- 11.6 Motify recommend that you accept cookies for the following reasons –
  - 11.6.1 Cookies enable us to customise elements of our websites for you to provide you with relevant content and offers based on your previous browsing history.
  - 11.6.2 We are able to recognise how many users are accessing our website so that we can ensure we have enough capacity and that our pages load within an acceptable time for visitors.
  - 11.6.3 It helps us to identify errors with the website and resolve them effectively.

- 11.6.4 They allow us to collect statistical, anonymous information about how our visitors browse our site so that we can improve customer experience.
- 11.6.5 It informs us which sections of our site are the most popular and how we can improve those that do not perform well.
- 11.7 You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to the website. If you accept a “cookie” or fail to deny the use of “cookies”, you agree that we may use your personal information collected using “cookies” (subject to the provisions of this Policy). Where you either reject or decline cookies, you are informed that you may not be able to fully experience the interactive features of our website.
- 11.8 Should you decide to change your preferences later through your browsing session, you can click on the “Manage your consent” link below. This will display the consent notice again enabling you to change your preferences or withdraw your consent entirely.
- 11.9 In addition to this, different browsers provide different methods to block and delete cookies used by websites. You can change the settings of your browser to block/delete the cookies. To find out more about how to manage and delete cookies, visit [wikipedia.org](http://wikipedia.org), [www.allaboutcookies.org](http://www.allaboutcookies.org).

## 12 YOUR RIGHTS

- 12.1 As a data subject you have a number of rights in relation to your personal information under POPIA including –
- 12.1.1 **Accessing your personal information:** You have the right to ask for a copy of the information we hold about you. We may not provide you with a copy of your information if this concerns other individuals or we have another lawful reason to withhold that information.
- 12.1.2 **Correcting and updating your personal information:** The accuracy of your information is important to us and we are working on ways to make it easier for you to review and correct the information we hold about you. In the meantime, if you change your name or address/email address, or you discover that any of the other information we hold about you is inaccurate or out of date, please let us know by contacting us on the details provided in this notice.
- 12.1.3 **Withdrawing your consent:** Where we rely on your consent as the legal basis for processing your personal information, you may withdraw your consent at any time by contacting us using the details provided in this Policy. If you would like to withdraw your

consent to receiving any direct marketing to which you previously opted-in, you can also do this by selecting the 'Preferences' link located at the bottom of our emails. If you withdraw your consent, our use of your personal information before you withdraw is still lawful.

12.1.4 **Objecting to our use of automated processing:** You may contest a decision made about you based on automated processing by contacting us on the details provided in this Policy.

12.1.5 **Erasing your personal information or restricting its processing:** In certain circumstances, you may ask for your personal information to be removed from our systems by emailing us at the address at the end of this notice. Unless there is a reason that the law allows us to use your personal information for longer, we will make reasonable efforts to comply with your request. You may also ask us to restrict processing your personal information in certain situations. In these situations, we may only process your personal information whilst its processing is restricted if we have your consent or are legally permitted to do so, for example for storage purposes, to protect the rights of another individual or company in connection with legal proceedings.

12.1.6 **Complaining to the Information Regulator:** You have the right to complain to the Information Regulator if you are concerned about the way we have processed your personal information.

12.2 In relation to certain rights, we may ask you for your information to confirm your identity and, where applicable, to help us search for your personal information.

## 13 **CHANGES TO THIS POLICY**

At our discretion and as necessary, we may amend this Policy from time to time. To assist you, this Policy has an effective date set out at the end of this document. The latest version of this Policy will be stored on the Motify website.

## 14 **REQUEST FOR ACCESS TO PERSONAL INFORMATION/QUESTIONS OR COMPLAINTS**

14.1 If you have any questions about this Policy, or any concerns or complaints with regard to the administration of the Policy, or if you would like to submit a request for access to the personal information that we maintain about you, please contact our Information Officer. We will revert, depending on the nature of the request, as soon as possible.

14.2 You have the right to complain to the relevant regulator, if you believe that the processing of your personal information by Motify breaches the applicable data privacy laws, with the contact information of the South African information regulator being provided below:

14.2.1 The Information Regulator

- 14.2.2 Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001, South Africa
- 14.2.3 Website: <https://www.justice.gov.za/infoereg/>
- 14.2.4 Tel: 012 406 4818
- 14.2.5 Fax: 086 500 3351
- 14.2.6 Email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

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