

## **Cookies and Privacy Policy Statement for Tshiamo Group**

Issued in terms of

### **The Protection of Personal Information Act, No. 4 of 2013**

This Cookies and Privacy Policy is provided to you by **Tshiamo Group of Companies**, with registration number 2021/566023/07, (including its all affiliates and Tshiamo Group Subsidiaries) ("**Tshiamo Group**").

#### **Website Privacy statement**

Your privacy is important to us.

How we process your personal information is explained in this policy.

By visiting [www.tshiamogroup.com](http://www.tshiamogroup.com) you agree to our terms and conditions. If you do not agree to our terms and conditions, please leave our website.

#### **Information collection**

By visiting our website, you consent to our service provider gathering information about your use of our website to improve and monitor the website. Our service provider uses advanced technology (cookies) to gather information about your operating system, browser version, domain name, IP address and frequency of landing on our home page. Your IP address tells us which server you use but does not identify you personally. You may disable the collection of cookies on your browser and you may browse the internet and our website incognito. It is a function easy to engage on your browser.

In the event of persons making use of our Careers Portal, if you wish to register as a job seeker on our website, we collect the following categories of personal information:

- Your name;
- Your email address;
- Your telephone number (we prefer cellphone numbers to landline numbers); and
- Information and supporting documents listed in our applications for employment.

We use your personal information to administer job applications for potential Tshiamo Group employees and to allocate resumes the appropriate level of consideration.

You are not obliged to supply any personal information that you want to keep private. If you subscribe to our Careers Portal and you do not wish to provide either your telephone number or email address, communication with you will be restricted to your preferred method. However, if you do not provide a method to communicate with you, we will not be able to process your job application for any available vacancies.

All personal information you give us depends on you consenting to give us that information.

Even after you have given us any personal information, you may request us to remove your personal information from our data base.

Unless you are a service provider or on-boarded employee to Tshiamo Group, we do not request your banking details. However, if for any reason you consent to giving us your banking details, we shall retain those details only for so long as it is necessary to carry out the purpose for which you provided us the details.

We do not collect personal information about you from other sources. If you have concerns about the personal information we request in our Career Portal, you may address these concerns to the responsible party of Tshiamo Group. The details of the responsible party are set out at the end of this policy.

### **Information security**

We keep your personal information on our secure servers at Tshiamo Group.

Our systems are not invulnerable to Zero Day attacks. (A Zero Day attack means the first type of attack of its kind.) So, we cannot guarantee that any personal information you communicate to us will be absolutely secure. However, we take all precautions reasonably available to protect your personal information.

Among the many things we do to secure your personal information we use the following essential protocols:

- All our computers are updated regularly;
- We employ firewalls and up-to-date anti-virus protection; and
- Our staff do not open links and documents from unsolicited emails.

If we suffer a breach of your personal information, we will immediately inform the Information Regulator of the breach. We will also let you know the nature and extent of that breach, unless the Information Regulator requires us to wait for the completion of investigations into the breach.

And, of course, to the best of our ability, we will close the attack vector immediately.

### **Retention of personal information**

We keep your personal information for as long as you allow us to keep your information, or the law requires us to keep your information.

If you request us to delete your personal information from our data base, we will do so immediately.

However, if you do not request us to delete your personal information, we will keep your information for three years after your last contact with Tshiamo Group, or as stipulated below.

We base the three-year limit on Acts of Parliament in South Africa:

- Prescription Act 68 of 1969 which has a three-year prescription for debts; and,

- Basic Conditions of Employment Act 95 of 1997 which requires us to keep employment records for three years after any former employee has left our employ.

### **General policy concerning the use of personal information**

Tshiamo Group respects your privacy.

Tshiamo Group is committed to respect your privacy in accordance with POPIA and will strive to apply the protections accorded personal information in any other legislation, local and international, which may be applicable.

### **Information security and quality**

Tshiamo Group will protect the quality and integrity of your personal information at all times. You are also entitled to know what personal information Tshiamo Group keeps about you. To request access to your personal information and to assist Tshiamo Group to correct inaccuracies in your personal information please send an email to the Information Officer. The details of the Information Officer are set out at the end of this policy.

### **Sharing of information**

We will not share your personal information with any third parties without your prior written consent.

### **Clickstream data**

Tshiamo Group collects anonymous information from visitors to its website. Tshiamo Group keeps track of the domains from which people visit its website, measures visitor activity on its website and, in particular, what interests visitors to our website the most.

### **Children**

Tshiamo Group's website is not directed towards children. However, at times there are events and programmes aimed at children as part of our Corporate Social Investment initiative. Tshiamo Group is committed to comply with all applicable laws aimed at the protection of children and in particular the protection of their personal information.

### **Questions and complaints**

Q&Cs regarding this Cookies and Privacy Policy Statement may be sent to the Information Officer. For the details, see below.

If you are unhappy with the way in which we address your questions and complaints, you also have the right to refer a complaint to the Information Regulator at:

4<sup>th</sup> Floor, JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001  
P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

General enquiries email: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

The Information Officer is Ms Buhle Buyela.

E-mail address: [buhleb@tshiamo.com](mailto:buhleb@tshiamo.com)

The responsible party of Tshiamo Group is Ms Lulu Mukuwane.

E-mail address: [lulum@tshiamo.com](mailto:lulum@tshiamo.com)