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IMPLEX PRIVACY POLICY

1. GENERAL

Implex Consulting and Auditing (Pty) Ltd and Implex Training (Pty) Ltd (hereinafter referred to as Implex) recognises the importance of privacy and the protection of personal information provided to it and is committed to the safeguarding of such information. Implex respects your privacy and makes a firm commitment to protecting your privacy. To provide you with the best service, efficient customer service, and timely updates, we record a variety of information from you. This policy explains how we collect, use, and (under certain conditions) disclose your personal information and explains your options regarding the collection, use, and disclosure of your personal information.

In line with the obligations placed on us in terms of the Protection of Personal Information Act 4 of 2013 (POPIA), this privacy policy explains how Implex collects and uses personal information. It contains information regarding the rights of natural and juristic persons to whom personal information relates (data subjects).

Implex reserves the right to amend this Policy at any time for any reason and without notice to any party. The updated version of the Policy will be made available.


2. INFORMATION COLLECTION

2.1. Implex may collect and process personal information:

- 2.1.1. to provide services to clients;
- 2.1.2. to comply with legal or regulatory obligations;
- 2.1.3. if a data subject has provided their consent; or
- 2.1.4. if the processing is allowed by law.

2.2. Implex collects personal information through different avenues:

- 2.2.1. Email correspondence;
- 2.2.2. Subscription to the Implex newsletter and bulletins;
- 2.2.3. Interaction through any of Implex' websites;
- 2.2.4. Interaction through any of Impex' social media platforms;
- 2.2.5. Any other electronic communications;
- 2.2.6. Implex online training platform;
- 2.2.7. Entering of an agreement with Implex;
- 2.2.8. Completion of registration forms for training services rendered by Implex;
- 2.2.9. Curriculum Vitae/s provided;
- 2.2.10. Interviews conducted;
- 2.2.11. Transactions of any type;
- 2.2.12. Referrals by third parties.

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- 2.3. From any one of the above-mentioned information collection sources, you will be prompted to provide us with certain personal information, including but not limited to your name, address(es), phone number, email address, identity number, and credit card number.
- 2.4. These kinds of personal information are used to ensure that the best possible service is delivered to you and is utilized for a number of different reasons, including but not limited to general communication to you, updating you of changes in legislation, billing purposes, to facilitate online training and the issue of training certificates or to gather adequate information to ensure you are provided with accurate consulting and the correct legal advice.
- 2.5. Providing any personal information is voluntary, and you may choose whether to disclose the specific information to us.


3. CATEGORIES OF PERSONAL INFORMATION WE MAY PROCESS

We may collect and process the following categories of personal information about you:

- 3.1. Personal details: name.
- 3.2. Demographic information: gender, date of birth / age, nationality and title.
- 3.3. Identifier information: passport or national identity number.
- 3.4. Contact details: correspondence address, telephone number and email address.
- 3.5. Attendance records: details of meetings and/or training attended.
- 3.6. Payment details: billing address; payment method; bank account number or credit card number, invoice records, payment records, SWIFT details, International Bank Account Number details, payment amount, payment date and records of cheques.

4. INFORMATION USE AND DISCLOSURE

- 4.1. We will process your personal information in the ordinary course of the business of providing legal compliance consulting, auditing, and training services.
- 4.2. We will primarily use your personal information only for the purpose for which it was originally or initially collected.
- 4.3. We will use your personal information for a secondary purpose only if such purpose constitutes a legitimate interest and is closely related to the original or primary purpose for which the personal information was collected.
- 4.4. We may subject your personal information to processing during various activities, including, without limitation, the following –
 - 4.4.1. operating our business.
 - 4.4.2. for business purposes, such as analysing and managing our business, market search, audits, developing new services, improving our services, gauging customer satisfaction.
 - 4.4.3. compliance with applicable law and fraud prevention.

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4.4.4. transfer of information to our service providers and other third parties.

4.4.5. recruitment.

4.5. We may process your personal information for relationship management and marketing purposes in relation to our business (including, but not limited to, processing that is necessary for the development and improvement of our services), for accounts management and for marketing activities in order to establish, maintain and/or improve our relationship with you and with our service providers and/or suppliers.

4.6. We may analyse your personal information for statistical purposes.

4.7. We may process your personal information for internal management and management reporting purposes which includes amongst others, the following:

4.7.1. implementing internal business controls.

4.7.2. providing central processing facilities.

4.7.3. for management reporting analysis.

4.8. We may process your personal information for safety and security purposes.

4.9. Implex undertakes to minimise the processing of your personal information and only process personal information which is sufficient to fulfil the main purpose for which the personal information was collected or provided.

5. DISCLOSURE OF PERSONAL INFORMATION TO THIRD PARTIES

5.1. We do not sell, rent, trade, license, or otherwise disclose your specific personal information or financial information to anyone.


5.2. We may disclose your personal information to our associates and service providers, for legitimate business purposes, in accordance with applicable law and subject to applicable professional and regulatory requirements regarding confidentiality.

5.3. We sometimes use external parties to perform specific functions on our behalf. When we disclose information to these service providers, we disclose only the information required to enable them to perform the specific service/s.

5.4. We will not sell (or trade or rent) personally identifiable information to other companies as part of our regular course of business. However, it is possible that we might acquire or merge with or be acquired by another company or that we might dispose of some or all of our assets. If that happens, your personal information may be disclosed to another company, but that disclosure will be subject to this policy in effect.

5.5. We may share non-personal information (such as the number of daily visitors to a particular web page, or the size of an order placed on a certain date) with third parties such as advertising partners. This information does not directly personally identify you or any user.

5.6. In addition, we may disclose your personal information –

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- 5.6.1. if required by law.
- 5.6.2. legal and regulatory authorities, upon request, or for the purposes of reporting any actual or suspected breach of applicable law or regulation.
- 5.6.3. third party operators (including, but not limited to, data processors such as providers of data hosting services and document review technology and services), located anywhere in the world.
- 5.6.4. where it is necessary for the purposes of, or in connection with, actual or threatened legal proceedings or establishment, exercise, or defense of legal rights.
- 5.6.5. to any relevant party for the purposes of the prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties, including, but not limited to, safeguarding against, and the prevention of threats to, public security.
- 5.6.6. to any relevant third-party acquirer(s), if we sell or transfer all or any portion of our business or assets (including, but not limited to, in the event of a reorganization, dissolution or liquidation); and
- 5.6.7. to any relevant third-party provider, where our website uses third party advertising, plugins, or content.

6. INTERNATIONAL TRANSFER OF PERSONAL INFORMATION

- 6.1. We may transfer your personal information to recipients outside of the Republic of South Africa.
- 6.2. We undertake to ensure that all personal information is only transferred to such international third party after we have satisfied ourselves that such third party has adequate measures in place to ensure to safe-keeping and protection of the personal information's integrity and confidentiality.
- 6.3. We undertake that all such information transfer, will be subject to the provisions of this policy as well as all applicable legislation.

7. DATA SECURITY

- 7.1. We implement appropriate technical and organisational security measures to protect your personal information that is in our possession against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, unauthorised access, in accordance with applicable legislation.
- 7.2. Where there are reasonable grounds to believe that a data breach has occurred involving your personal information that is in our possession, we will notify the relevant regulator and you, unless a public body responsible for detection, prevention or investigation of offences or the relevant regulator informs us that notifying you will impede a criminal investigation.
- 7.3. Due to the open nature of the internet, the transmission of information via the internet is always subject to insecurity. As mentioned above, Implex will take all reasonable measures to protect your personal information, we cannot absolutely guarantee the security of any information that has been

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transmitted via the internet and as such, Implex cannot be held responsible for the loss of privacy of such information.

8. QUALITY OF INFORMATION

- 8.1. It remains your responsibility to ensure that all personal information provided to Implex is accurate, correct and updated.
- 8.2. Should any personal information provided to Implex changes or becomes outdated, it is your responsibility to ensure our records of your personal information are updated by notifying us of any changes of personal information.

9. DATA RETENTION


- 9.1. Implex undertakes to retain all personal information for only one of these periods, whichever is the longest:
 - 9.1.1. for the period for which the personal information is required to serve its primary purpose or a legitimate interest; or
 - 9.1.2. for the period required to comply with an applicable legal requirement.
- 9.2. Implex undertakes all electronic copies of your personal information is held in a secure environment, with the application of appropriate computer and software security techniques.

10. SENSITIVE PERSONAL INFORMATION

Where we need to process your sensitive personal information, we will do so in the ordinary course of our business, for a legitimate purpose, and in accordance with the applicable law.

11. COOKIES AND SIMILAR TECHNOLOGIES

- 11.1. We collect information recorded when you browse and visit our website, including but not limited to, cookies, IP address, etcetera.
- 11.2. This information is not used to identify you, but for the necessary purpose to avoid being attacked by hackers, and for the purpose of making customised content service to users. Additionally, through processing comprehensive statistical analysis, we are endeavouring to provide you with more efficient functionalities to facilitate our service.
- 11.3. This site's cookies do not and cannot infiltrate a user's hard drive to gather a user's confidential information. Our cookies are not "spyware." We may process your personal information by our use of cookies and similar technologies.
- 11.4. Although you have the right to refuse to accept the cookies, by not accepting it, you acknowledge and accept that you may be unable to access certain parts of the website or its functionalities.

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11.5. By accepting cookies, you agree that we may use your personal information collected using “cookies”.

12. DIRECT MARKETING

Implex may use your personal information to communicate relevant marketing campaigns and offerings to you. You are entitled to unsubscribe from such communication at any time, for free.

13. YOUR RIGHTS

13.1. In terms of various South African legislation, you may have rights to have access to your personal information. To give effect to this right as far as it is Implex s responsibility, we acknowledged that you could request the personal information of yourself that is held by Implex.

13.2. You have the right to object against the processing of your personal information. In the case where you object to your personal information being processed by Implex, you agree that we will immediately cease to process any of your personal information. You furthermore accept that Implex might then not be in the position to provide you with the full scope of services or communication as before such objection.


13.3. You have the right to request a rectification of your personal information, to erase your personal information or to restrict the use of your personal information.

14. CONTACT DETAILS

You may contact us with any related queries or requests at:

Information Officer: L. Janse Van Rensburg

Tel: 012 644 0047

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ANNEXURE A: DEFINITIONS APPLICABLE TO IMPLEX PRIVACY POLICY

- a) **Consent:** any voluntary, specific and informed expression of will in terms of which permission is given for the processing of personal information.
- b) **Direct Marketing:** to approach a data subject, either in person or by mail or electronic communication, for the direct or indirect purpose of promoting or offering to supply, in the ordinary course of business, any goods or services to the data subject; or requesting the data subject to donate any kind for any reason.
- c) **Information Officer:** The contact person designated by Implex who can be contacted with any related queries or requests.
- d) **Personal Information:** information relating to an identifiable natural person, including, but not limited to
- information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person.
 - information relating to the education or the medical, financial, criminal or employment history of the person.
 - any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other assigned to the person.
 - the biometric information of the person.
 - the personal opinions, views or preferences of the person.
 - correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence.
 - the views or opinions of another individual about the person; and
 - the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person,
 - but excludes information about an individual who has been dead for more than 20 years.
- e) **Processing of Information:** any action taken with a person’s personal information, including but not limited to obtaining, capturing, organizing, processing, transferring, and storing of personal information.
- f) **POPI:** Protection of Personal Information Act 4 of 2013.
- g) **Record:** any recorded information regardless of form or medium in the possession or under the control of Implex.