



DATATEX
TRANSCENDING TELEPHONY SOLUTIONS

PRIVACY NOTICE

Introduction

In this document, references to "the business," "we," "us," or "the Group" refer to **Datatex Dynamics CC**.

We are committed to maintaining a trusted relationship with our customers and stakeholders by protecting their personal information in accordance with the Protection of Personal Information Act (POPIA) and other relevant privacy laws.

We will process your personal information only for lawful purposes related to our business and will only request information that is relevant and necessary for such processing. By using our services or engaging with us, you consent to the collection, use, and sharing of your personal information as outlined in this privacy notice.

What is Personal Information?

Personal Information according to POPIA, means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to –

- a. 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;
- b. Information relating to the education or the medical, financial, criminal, or employment history of the person;
- c. Any identifying number, symbol, e-mail address, telephone number, location information, online identifier, or other particular assignment to the person;
- d. The biometric information of the person;
- e. The personal opinions, views, or preferences of the person;
- f. Correspondence sent by the person that would reveal the contents of the original correspondence;
- g. The views or opinions of another individual about the person; and

- h. 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.

Where and When Do We Collect Personal Information?

We may collect personal information directly from you, whether when you visit our website, communicate with us through various channels (e.g., email or phone), or use our services. This includes any information you provide voluntarily (e.g., when filling out forms or subscribing to services) or information we collect automatically (e.g., cookies or web tracking technologies).

Automatically

Once you visit our website, you will no longer be anonymous to us as you will automatically provide us with personal information. This includes personal information necessary to provide the website to you, from your web browser, from cookies we may send to your computer and from web beacons on our website to track how you use our website and to try and give you a personalised experience.

Voluntary

We may ask you provide us with additional information on a voluntary basis. This includes optional information that you provide when you upload recordings or use our software or services.

Collection from browser

We automatically receive and record Internet usage information on our server logs from your browser, such as your Internet Protocol address ("IP address"), browsing habits, click patterns, version of software installed, system type, screen resolutions, colour capabilities, plug-ins, language settings, cookie preferences, search engine keywords, JavaScript enablement, the content and pages that you access on the website, and the dates and times that you visit the website, paths taken, and time spent on sites and pages within the website ("usage information"). Please note that other websites visited before entering our website might place personal information within your URL during a visit to it, and we have no control over such websites. Accordingly, a subsequent website that collects URL information may log some personal information.

We automatically collect your Internet usage information when you visit this website.

Third party cookies

Please note that some of our business partners use their own cookies or widgets on our website. We have no access to or control over them. Information collected by any such cookie or widget is governed by the privacy policy of the company that created it, and not by us.

Web beacons

Our website may contain electronic image requests (called a “single-pixel gif” or “web beacon” request) that allow us to count page views and to access cookies. Any electronic image viewed as part of a web page (including an ad banner) can act as a web beacon. Our web beacons do not collect, gather, monitor or share any of your personal information. We merely use them to compile anonymous information about our website.

Recording calls

We may monitor and record any telephone calls that you make to us, unless you specifically request us not to.

When Will We Process Your Personal Information?

We will process your personal information in the following instances:

- You have consented to the processing.
- It is necessary for the performance of a contract we have with you.
- We are legally required to do so.
- It is necessary to protect or pursue your, our, or a third party's legitimate interest.

When Will We Process Your Special Personal Information?

Special personal information refers to the following categories of information:

- Religious and philosophical beliefs;
- Race;
- Ethnic origin;
- Trade union membership;
- Political beliefs;
- Health including physical or mental health, disability, and medical history;
- Biometric information;
- Criminal behaviour where it relates to the alleged commission of any offence or the proceedings relating to that offence.

We will process special personal information in the following instances:

- You have consented to the processing (in circumstances where we are legally obliged to obtain your consent); or
- It is necessary to exercise or defend a right or obligation in law; or
- It is necessary to comply with an international legal obligation of public interest; or
- It is for certain historical, research, or statistical purposes that would not adversely affect your privacy; or

- You have deliberately made your personal information public.

What Information Do We Collect, and How Do We Use Your Information?

For Customers:

Purpose: Processing orders, legal compliance, and internal operations.

Type of personal information: Name, surname, contact details, company name, VAT number, physical address, email address.

For Service Providers/Suppliers:

Purpose: Purchase orders, contact, audit, and record-keeping.

Type of personal information: Name, contact information, bank details, VAT numbers.

How We Share Your Information:

We may share your personal information with third parties under the following circumstances:

- Third-Party Service Providers
- Legal Disclosures: If required by law, or to protect your rights or the rights of others.
- Cookies: You are aware that information and data is automatically collected through the standard operation of the Internet servers and through the use of "cookies." "Cookies" are small text files a website can use to recognise repeat users, facilitate the user's ongoing access to and use of the website and allow a website to track usage behaviour and compile aggregate data that will allow content improvements and targeted advertising. Cookies are not programs that come onto your system and damage files. Generally, cookies work by assigning a unique number to you that has no meaning outside the assigning site. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature; however, you should note that cookies may be necessary to provide you with certain features (e.g., customized delivery of information) available on our Websites.
- Other divisions or companies within the group of companies to which we belong so as to provide joint content and services.
- Our goods suppliers under contract who help supply certain goods or help with parts of our business operations.
- Credit bureaus to report account information, as permitted by law; and
- Banking partners as required by credit card association rules for inclusion on their privacy of terminated merchants (in the event that you utilise the services to receive payments, and you meet their criteria).

Your Rights and Obligations

You have the following rights regarding your personal information:

Access: You can request a copy of the personal information we hold about you.

Correction: You can request us to rectify or complete any inaccurate or incomplete information.

Deletion: You can ask us to delete your personal information in certain circumstances.

Object to Processing:

You have the right to object to our processing of your data for legitimate interests, direct marketing, or if you withdraw consent.

Restriction: You may request that we limit the processing of your information under certain conditions.

Retention

We keep most of your personal information while we still have a purpose, we need to provide you with services or where we are legally obligated to do so.

We will also keep your information where you have agreed for us to do so or have given your consent that we are allowed to do so.

We keep some of your information even after our business relationship has terminated, if it is reasonably necessary to comply with our legal obligations, meet regulatory requirements, resolve disputes, maintain security, prevent fraud and abuse, enforce our other user agreements, or fulfil your request to object to our processing of your information.

No selling

We will not sell personal information. No personal information will be disclosed to anyone except as provided in this privacy policy.

Security of personal information

Our hosting company will host our website in a secure server environment that uses a firewall and other advanced security measures to prevent interference or access from outside intruders. We authorize access to personal information only for those employees who require it to fulfil their job responsibilities. Our website is hosted on a secure server and uses security measures to prevent interference by intruders.

Changes to Our Privacy Notice

Changes to the privacy notice apply to your use of our services. We may modify this privacy notice from time to time, as required by changes in legislation. When material changes are made, we will provide notice through our services, or by other

means, to provide you the opportunity to review the changes before they become effective.

You acknowledge that your continued use of our services after we publish our changes to this privacy notice means that the collection, use, and sharing of your personal information is subject to the updated privacy notice.

Change of ownership

If we undergo a change in ownership, or a merger with, acquisition by, or sale of assets to, another entity, we may assign our rights to the personal information we process to a successor, purchaser, or separate entity. We will disclose the transfer on the website. If you are concerned about your personal information migrating to a new owner, you may request us to delete your personal information.

Other Important Information

Security: We implement appropriate security measures to protect your data from unauthorized access or disclosure. Access to your personal information is limited to authorized personnel on a need-to-know basis.

Cross-Border Data Transfers

Personal information may be transferred and stored in jurisdictions outside South Africa. By using our services, you consent to this.

Contact Information

For any inquiries regarding this privacy notice or how we process your personal information, please contact us at:

Information Officer: **Venetia Landman**
privacy@datatex.co.za
0215924033

Information Regulator: **South African Information Regulator**

Complaints: POPIAComplaints@inforegulator.org.za

PAIAComplaints@inforegulator.org.za

General Queries: enquiries@inforegulator.org.za

Address: Woodmead North Office Park,
54 Maxwell Drive,
Woodmead,
Johannesburg