

# Netcash (Proprietary) Limited

## Privacy Notice

### 1. Our Organisation

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- Netcash (Proprietary) Limited
- Registration Number: 2001/019308/07

#### 1.1 General contact details:

- Postal address: Netcash Square, 64 Parklands Main Road, Parklands, Cape Town, 7441
- Physical address: Netcash Square, 64 Parklands Main Road, Parklands, Cape Town, 7441
- E-mail address: [support@netcash.co.za](mailto:support@netcash.co.za)
- Telephone number: 0861338338
- Internet site address: [www.netcash.co.za](http://www.netcash.co.za)

#### 1.2 Contact details of the Information Officer:

- Name of Information Officer: Lisanne Pienaar
- Role: Head of Risk, Legal and Compliance
- Postal address: Netcash Square, 64 Parklands Main Road, Parklands, Cape Town, 7441
- Physical address: Netcash Square, 64 Parklands Main Road, Parklands, Cape Town, 7441
- E-mail address: [informationofficer@netcash.co.za](mailto:informationofficer@netcash.co.za)
- Telephone number: 0215218657
- Internet site address: [www.netcash.co.za](http://www.netcash.co.za)

### 2. Introduction

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This Privacy Notice deals with data protection and the Protection of Personal Information Act (“POPIA”) which came into force on the 1st of July 2021. The aim of the POPIA is to protect a person’s Personal Information and privacy. This Privacy Notice is designed to set out what Netcash does with the Personal Information (“PI”) collected and what the rights of data subjects are.

### 3. Netcash PAIA Manual

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Netcash has drafted a comprehensive PAIA Manual which is available on Netcash’s website: <https://netcash.co.za/legal>

This PAIA Manual answers questions such as:

- What are the definitions of Personal Information (“PI”), data subject, responsible party, and processing? (Pages 8 - 9)

- What legislation is applicable to Netcash and authorizes the collection of PI? (Page 10)
- What records does Netcash keep and when can we refuse access to the records (Page 11-13)
- What fees are applicable? (If any) (Page 13 – 14)
- What PI does Netcash collect? (Page 16-17)
- What is the source of the PI? (Page 16 – 17)
- What are the purposes that Netcash uses PI for? (Page 15)
- How long is the PI retained? (Page 15 – 16)
- What security measures has Netcash implemented? (Page 18)
- How to apply for access to information using a manual form (Page 19 – 23)
- How to object to Netcash processing PI using a manual form (Page 24 -25)
- How to request that Netcash delete or correct PI using a manual form (Page 26 – 28)

**This Privacy Notice is intended to be read in conjunction with the Netcash PAIA Manual. Please refer to the Netcash PAIA Manual at the link above.**

#### **4. Statement Regarding Children**

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Netcash products and services are not designed to appeal to children [under the age of 18 (eighteen) years]. As such, the products and services are not directed at children, nor do we knowingly collect or maintain information from children.

Netcash may collect child PI from Netcash employees, but then only for the purposes of assisting employees:

- 4.1. with their medical aid relating to their dependents.
- 4.2 when a child is nominated as a beneficiary of an employee in relation to life cover and/or pension fund or other similar benefits.

#### **5. Newsletter and Marketing**

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If you are an existing Netcash client then you might receive our marketing material, provided that you can always unsubscribe from receiving this at any time. If you are a new client, we will ask your consent to send you this marketing material.

When you subscribe or sign up to receive newsletters published or offered via the Sites, we will ask you for the information necessary to enable us to process your request and to send you information regarding our products and services. You can unsubscribe from the newsletter at any time by clicking on the link at the bottom of the newsletter.

Each marketing email we send will contain instructions on how to unsubscribe in the event that you do not wish to receive future promotional emails from Netcash. Please allow about 10 (ten) business days for your unsubscribe request to be processed. If you choose to opt-out of receiving promotional email communications from Netcash, we will still send service messages to you. Service messages are sent to our clients to enable them to use our services

correctly and are not direct marketing messages. Any Merchant can change their service message settings once they are logged into the Netcash website.

## **6. Third-Party Services and Marketing**

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If you access and/or use any of the other Netcash Companies' services or our Partner's services from a link on the Sites, a Netcash / Partner co-branded site, or by any other means, any information you reveal in connection with such service is submitted to that other Netcash company and is not subject to this Privacy Notice. You should consult the privacy notice of any other party with respect to its treatment of any information that you may reveal in connection with its service.

## **7. Job Seekers**

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We will use the PI you submitted for the purpose you submitted it and will retain the information submitted for the time required by applicable law or in accordance with our standard practice, whichever is longer.

We will not release information submitted by online job seekers to third parties except to appropriate governmental entities and/or our service providers as necessary in connection with recruiting, employment, corporate governance, acquisitions, and legal or regulatory requirements. We require that our service providers keep your PI confidential as well. In addition, to prevent unauthorised access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate procedures to safeguard the PI we collect.

## **8. Transferring PI to third parties and overseas**

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Client PI may be shared with the following categories of recipients:

- Payment processing service providers, merchants, banks, and other persons that assist with the processing of client payment instructions, such as Payment Clearing House Systems Operators
- Cloud-based storage facilities and data centre
- Credit Bureau and similar providers
- Authorities and regulatory bodies
- Business service providers

We store our production data in South Africa and our disaster recovery data (which includes PI) in the European Union (EU), in the Netherlands. The segregated storage of our data is a strategic arrangement, not only to mitigate against loadshedding risk but also to mitigate against an event where both the production and disaster recovery data centres simultaneously fail, hence the decision to secure a data set in a different geographical area to ensure business continuity and availability. We have entered into a binding agreement with a reputable multi-national services provider that hosts both our local and disaster recovery data and that fully understands and complies with the relevant local and international data privacy laws and

regulations, which is similar to the POPIA and who applies the necessary safeguards. Details of these safeguards may be obtained by contacting us.

## **9. The best way to object to our use of your PI, update it, correct it, or ask for it to be deleted**

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If you are a data subject you have the right to access PI, object to the use of your PI and to request a deletion or correction of your records. While you can use the manual forms in our PAIA Manual we would prefer that you use our online tools instead which can be found here: <https://netcash.co.za/data-subject-access-request/>

Please click on 'Access Request' or 'Objection' or "Correction Request' or 'Deletion Request' depending on what you want to do and then follow the instructions.

Please note that we are required to authenticate you (confirm who you are) before we can process your request. The procedures we follow to authenticate you will vary depending on the sensitivity of your request and our internal security procedures.

## **10. Business Transfers**

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In the event that all or a portion of Netcash or any other Netcash company (or the assets of one of those entities), is bought or sold, PI of our clients will be included among the transferred business assets, but such information remains subject to this Privacy Notice or a Privacy Notice substantially similar to this Privacy Notice.

## **11. What happens if we have a security breach?**

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Netcash has an existing security policy and implements and continually updates its security systems. Please refer to our PAIA Manual for more about our security. We have developed a procedure we follow if we have a security breach (compromise) as defined in section 22 of POPIA. Part of this procedure is that we will let you know about it as soon as possible and let you know what steps you can take to protect yourself. We will also notify the Information Regulator by submitting Form SCN1 and if appropriate the South African Police Services so that they can take appropriate action. If you become aware of any security breach (or if you think there may have been a security breach) then please let us know as soon as possible by contacting us using the contact details at the beginning of this Privacy Notice.

## **12. Submission of a complaint to the Information Regulator**

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Netcash takes pride in resolving our client and other stakeholder queries and complaints as quick as possible and prefer to resolve any issues or concerns directly with our clients and other third parties. If a client or other stakeholder however deem it necessary to engage the Information Regulator, who is responsible for the compliance and enforcement of the the PAIA and the POPIA, complaints can be lodged with the Information Regulator, as follows:

Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

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)

Website: <https://www.justice.gov.za/inforeg/index.html>

### **13. Changes to this Privacy Notice**

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This privacy notice takes effect from 01 July 2021. We may change this Privacy Notice from time to time by posting a new version here, and the new version will become effective from the date set out in the new Privacy Notice.

*Note: Netcash Employees who should refer to the Employee Privacy Notice for more information.*

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