

# Netcash (Pty) Ltd Privacy Notice

## 1 Our Organisation

- Netcash (Pty) Ltd
- 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: Luzanne Erasmus
- Role: Finance and Risk Manager
- 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: 0215215244
- Internet site address: [www.netcash.co.za](http://www.netcash.co.za)

## Introduction

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This Privacy Notice deals with data protection and the Protection of Personal Information Act ("POPIA") which comes into force on the 1st July 2021. The aim of 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 and what the rights of data subjects are.

## Netcash PAIA manual

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Netcash has drafted an extensive PAIA manual which is available here:

[https://netcash.co.za/legal/netcash\\_paia\\_manual\\_v1.0.pdf](https://netcash.co.za/legal/netcash_paia_manual_v1.0.pdf)

This PAIA manual answers questions like:

- What are the definitions of personal information, data subject, responsible party and processing? (page 8)
- What legislation is applicable to Netcash and authorizes the collection of personal information? (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 personal information does Netcash collect? (page 16-17)

- What is the source of the personal information? (page 16 – 17)
- What are the purposes that Netcash uses personal information for? (page 15)
- How long is the personal information 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 – 24)
- How to object to Netcash processing personal information using a manual form (page 25 - 26)
- How to request that Netcash delete or correct personal information using a manual form (page 27 – 29)

**This privacy notice is intended to add to the Netcash PAIA manual rather than replace it. Please refer to the Netcash PAIA manual at the link above.**

## **Statement Regarding Children**

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Netcash products and services are not designed to appeal to children (under the age of 18). 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 personal information from Netcash employees, but then only for the purposes of assisting employees with their medical aid relating to their dependants.

## **Newsletter and Marketing**

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If you are an existing Netcash customer then you might receive our marketing material, provided that you can always unsubscribe from receiving this at any time. If you are a new customer 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 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 customers 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.

## 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.

## Job Seekers

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We will use the personal information you submit 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 personal information 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 personal information we collect.

## Transferring personal information to third parties and overseas

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Customer personal information may be shared with the following categories of recipients:

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

If we transfer your personal information outside of South Africa, we apply the necessary safeguards which include, confirming whether the receiving country has the proper data protection law, ensuring that there is a binding agreement between parties or, if the transfer is internal to our organisation, commitment to binding corporate rules. Details of these safeguards may be obtained by contacting us directly.

## **The best way to object to our use of your personal information, 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 personal information, object to the use of your personal information 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.

## **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, personal information of our customers 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.

## **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 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.

## How to complain to the Information Regulator

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Netcash's use of personal information is governed by PAIA and POPIA and the Information Regulator is responsible for making sure that Netcash complies with these laws. Complaints can be lodged with the Information Regulator. These are their details:

Physical address:	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Complaints email:	<a href="mailto:complaints.IR@justice.gov.za">complaints.IR@justice.gov.za</a>
General enquiries email:	<a href="mailto:infoereg@justice.gov.za">infoereg@justice.gov.za</a>
Website:	<a href="https://www.justice.gov.za/infoereg/index.html">https://www.justice.gov.za/infoereg/index.html</a>

## 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.*