

1. WHY AND ON WHICH BASIS DO WE USE YOUR PERSONAL DATA?

Customers will be informed of the purpose of the processing carried out. All Personal Data will be collected from our customers during the on boarding process and will be used generally to monitor the ongoing performance of the account and mitigate any risks.

If any processing does not concern you or your entity or if there is information missing, it will be necessary to delete or amend your personal data.

1.1. Your data is processed to ensure compliance with financial and legal obligations as set out in applicable regulations.

We monitor your transactions to manage, prevent and detect risks and fraud and to ensure compliance with any local laws. We will process your data for the following purposes:

- Monitor accounts to mitigate risks and to prevent fraud
- Analytics & reporting purpose
- Storage for audit purpose
- Ensure compliance with applicable legislation

1.2. Your data is processed for the performance of a contract.

The purpose is to meet our obligations in terms of the contract and support you including management of your account by automatically categorizing your transaction data.

1.3. Your data is processed to meet our legitimate interest.

We monitor your transactions to manage, prevent and detect risks and fraud.

In addition your data may be processed for the following activities:

- Customer servicing
- Prevention of Fraud & regulation violations
- Marketing and Communication
- Physical and Environmental security
- IT Support activities
- HR Management
- Risk Management
- Procurement Management
- Legal Activities
- Finance Activities
- Other Support Activities

1.4. Your data is processed if you have given your consent.

You agree and consent that we may process, record and/or disclose your personal information, including details of any transactions on your account, in line with our terms and conditions.

2. WHAT KIND OF PERSONAL DATA DO WE COLLECT?

Generally, any information falling within the definitions of “personal information”, “special personal information” and “consumer credit information” as defined in the Protection of Personal Information Act 4 of 2013 and the National Credit Act 34 of 2005 respectively, which can include:

- Professional contract details
- Personal contact information
- ID, Signature, Personal life
- Race, Health conditions, Sensitive payment data, criminal records
- Financial data
- Education
- Employment

3. FROM WHOM DO WE COLLECT PERSONAL DATA?

Personal Data is collected directly from prospective and existing customers as well as from credit bureaus to enrich customer data.

4. WHO DO WE SHARE YOUR PERSONAL DATA WITH AND WHY?

Personal data may be shared with your consent to approved 3rd parties and subcontractors who support certain business functions, which cannot be fulfilled internally.

5. HOW LONG DO WE RETAIN YOUR PERSONAL DATA?

Personal Data will be retained for the intended collection purpose and use and will be destroyed once the retention period is reached.