

SYREX PRIVACY POLICY

Syrex (Pty) Ltd (“Syrex”/“we”) is committed to conducting business in line with applicable laws and the highest ethical standard. This Privacy Policy (“Policy”) was developed and implemented by Syrex and developed to ensure a lawful, transparent and consistent approach to the processing of your personal information.

We reserve the right to amend the terms and conditions of this Policy at any time without notice. It is your duty to remain appraised of the current version of these terms and conditions.

The definitions set out in the Protection of Personal Information Act 4 of 2013 (“POPI”) shall apply to this Privacy Policy.

1. INTRODUCTION

Inherent in the provision of a wide range of IT services, Syrex continually has access to and needs to process personal information and information relating to individuals and legal entities, which processing takes place in South Africa and, where necessary, abroad.

This Policy seeks to ensure that Syrex:

Complies with international legal standards and best practices for processing of personal information belonging to data subjects;

- 1.1. Protects the privacy rights of all data subjects with whom it engages;
- 1.2. Is transparent in relation to the processing of personal data; and
- 1.3. Mitigates the risks in relation to the personal information including data breaches, unlawful access to personal data protection.

2. APPLICATION

- 2.1. This Policy applies to the website (www.syrex.com “the website”) users, subscribers, operators, suppliers, service providers, contractors, agents, directors, shareholders and employees (“data subjects”).
- 2.2. It shall apply from the moment that personal information is collected by Syrex until the moment that the personal information is deleted or destroyed.
- 2.3. Compliance with this Policy is mandatory.

3. DATA PROTECTION PRINCIPLES

POPI is based on a set of core principles that must be observed and complied with at all times from the moment that personal information is collected by Syrex, until the moment that the personal information is archived, deleted or destroyed.

Syrex promotes and complies with the following 8 principles:

Principle 1: Accountability

Syrex has appointed an Information Officer, also known as a Data Protection Officer (“DPO”) who is responsible for ensuring that the information protection principles within POPI and the controls that are in place to enforce them are complied with.

Principle 2: Processing Limitation

Syrex provides a strict context for processing personal information. It is minimal and proportionate to its purpose of delivering services, the lawfulness of processing, minimality of information collected, consent, justification and objection, and the collection of personal information directly from the data subject.

Principle 3: Purpose Specification

Syrex only collects personal information for a lawful and specific purpose. Record retention is no longer than 5 years after the purpose for which the personal information was collected is complete unless required otherwise by law. The personal information is thereafter destroyed, deleted or de-identified as soon as reasonably practical.

Principle 4: Further processing limitation

Syrex does not further process personal information unless such processing is compatible with the purpose for which the information was collected in principle 3 or the data subject, or the responsible party, has consented or has warranted that it obtained adequate consent.

Principle 5: Information quality

Syrex takes reasonable practical steps to ensure that the personal information that has been collected is complete, accurate, not misleading and up to date, where necessary.

Principle 6: Openness

Syrex is open about the collection of personal information and takes reasonably practicable steps to ensure that the data subject has been made aware that his or her or its personal information is going to be collected.

Principle 7: Security Safeguards

Syrex ensures that the integrity of the personal information in its control is secured through technical and organisational measures.

Principle 8: Data Subject Participation

Syrex, as a responsible party, has implemented a system whereby data subjects may report confirming whether it holds personal information about the data subject, and he or she may also request a description of such information.

4. SYREX AS A RESPONSIBLE PARTY

- 4.1. POPI stipulates that every public and private body is responsible for the processing of personal information in their possession or under their control. It is therefore important to establish when does Syrex have “control” over the personal information. The decisive factor is the degree of control that Syrex exercises over the processing operations. Syrex, as a Responsible Party, is liable solely for personal information in its possession or under its control.
- 4.2. Responsible parties determine the purpose of and means of processing personal information.
- 4.3. Syrex is the responsible party for personal information that it collects from its data subjects.

5. CATEGORIES OF PERSONAL INFORMATION PROCESSED BY SYREX

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

- 5.1. personal details: names and photographs;
- 5.2. demographic information: gender, date of birth, nationality, title;
- 5.3. identifier information: passport or national identity number, company registration number; VAT number;
- 5.4. contact details: correspondence address; telephone number; email address;
- 5.5. attendance records: details of meetings and other events organised by or on behalf of Syrex that you have attended, including COVID-19 visitors questionnaire;
- 5.6. consent records: records of any consents you may have given, together with the date and time, means of consent and any related information;
- 5.7. payment details: billing address; payment method; bank account number or credit card number; invoice records; payment records.

6. PURPOSES FOR WHICH SYREX PROCESSES PERSONAL INFORMATION

Syrex will process personal Information in the ordinary course of the business of IT related services. Syrex uses personal information collected from its data subjects to:

- 6.1. compile and present a proposal for a prospective client;
- 6.2. register a new client, vendor, supplier, agent, reseller etc.;
- 6.3. process orders;
- 6.4. credit checks;
- 6.5. making payments or recover money owed;
- 6.6. fulfill contractual obligations and deliver services;
- 6.7. notify of changes or update etc.;
- 6.8. administer and protect Syrex’s business;
- 6.9. ensure network and infrastructure security;
- 6.10. communication, development and improvement of services;
- 6.11. compliance with applicable law and fraud prevention;
- 6.12. transfer of information to our service providers and other third parties; or
- 6.13. recruitment.

Syrex may process personal information for:

- 6.14. relationship management purposes in relation to its services (including, but not limited to, processing that is necessary for the development and improvement of our IT and related services), for accounts management, and for marketing activities in order to establish, maintain and/or improve our relationship with you and with our suppliers; and
- 6.15. internal management and management reporting purposes, including but not limited to: conducting internal audits, conducting internal investigations, implementing internal business controls, providing central processing facilities and for insurance purposes.
- 6.16. safety and security purposes and/or
- 6.17. as and when required by law or to protect the interest of its data subjects.

7. DISCLOSURE OF PERSONAL INFORMATION TO THIRD PARTIES

7.1. Syrex may disclose personal information to its operators for legitimate business purposes, in accordance with applicable law and subject to applicable professional and regulatory requirements regarding confidentiality. In addition, it may disclose personal information:

- 7.1.1. if required by law;
- 7.1.2. legal and regulatory authorities, upon request, or for the purposes of reporting any actual or suspected breach of applicable law or regulation;
- 7.1.3. operators;
- 7.1.4. where it is necessary for the purposes of, or in connection with, actual or threatened legal proceedings or establishment, exercise or defence of legal rights;
- 7.1.5. 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; and
- 7.1.6. to any relevant third-party acquirer(s), in the event that 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).

7.2. Where Syrex uses an operator to process personal information:

7.2.1. to the extent required by law operators are bound by contractual obligations to:

7.2.1.1. only process such personal information strictly in accordance with Syrex's prior written instructions;

7.2.2. use appropriate measures to protect the confidentiality and security of such personal information;

7.2.3. where an operator is located in a foreign country, it is subject to binding corporate rules and agreements which provide an adequate level of protection equivalent to POPI.

8. SECURITY SAVEGUARDS

Syrex has developed and implemented a Data Protection Policy which is an integral part of this Privacy Policy and is available on the website.

9. GOVERNANCE

The Information Officer shall –

- 9.1. be registered as the responsible officer under POPI at The Information Regulator;
- 9.2. execute, and bear responsibility for reporting to executive management about compliance with all technological and operational data protection standards and protocols, and advise of any risk of breach at the earliest opportunity with a view to avoiding any risk or breach, or limiting any damage resulting from it.
- 9.3. ensure that all operational and technological data protection standards are complied with;
- 9.4. arrange data protection training and provide advice and guidance to all employees;
- 9.5. be entitled and have authorisation to initiate disciplinary proceedings against any employee who at any time breaches any technological and/or organisational and/or operational data protection standard, rule, custom, instruction, policy, practice and/or protocol applicable in any department or area of the operations of Syrex;
- 9.6. review and approve any contracts or agreements with third parties to the extent that they may handle or process data subject information;
- 9.7. attend to requests from individuals to access personal information Syrex holds about them.

10. YOUR CONSENT AND UNDERTAKING

- 10.1. In order to comply with POPI, a person processing another's personal information must:
 - 10.1.1. provide the data subject with a number of details pertaining to the processing of the personal information, before such information is processed; and
 - 10.1.2. obtain permission or consent, explicitly or implied, from the data subject, to process the personal information, unless such processing:
 - 3.1.1.1 is necessary to carry out actions for the conclusion or performance of a contract to which the data subject of the personal information is a party;
 - 3.1.1.2 is required in order to comply with an obligation imposed by law; or
 - 3.1.1.3 is for a legitimate purpose or is necessary to protect the legitimate interest and/or for pursuing the legitimate interests of i) data subject; ii) the person processing the personal information ; or iii) that of a third party to whom the personal information is supplied; or
 - 3.1.1.4 is necessary for the proper performance of a public law duty by a public body or on behalf of a public body.
- 3.2 By engaging with Syrex in anyway by furnishing Syrex with personal information, it is construed and accepted that you consent to Syrex processing your personal information in accordance with the terms of this Policy.

- 3.3 You further consent that we may transfer your information cross border for legitimate business purposes and/or to protect your best interest. All information transfers will comply with applicable laws.
- 3.4 The personal information provided to Syrex must be accurate, complete and up-to-date. Should personal information change, the onus is on the provider of such data to notify Syrex of the change and provide the accurate data.

11. DATA SUBJECT RIGHTS

11.1. A data subject has the right to access to:

- 11.1.1. To withdraw consent: You understand that Syrex may still be authorised to process the personal information in accordance with clause 6 and 7 above. You further understand and accept that by withdrawing consent Syrex may longer be able to deliver services, Syrex shall not be liable for any loss or damages attributable to such withdrawal.
- 11.1.2. To be informed: You accept the terms of this Policy to be sufficiently informative on what type of personal information will be processed, the reason for the processing, who the personal information will be shared with and whether such information will be sent outside the territory where it is being processed or held, and how the personal information will be safeguarded;
- 11.2. To log a complaint: A data subject has the right to lodge a complaint or objection with regards to the processing of its personal data, which complaint or objection must set out and concern a non-compliance by Syrex with the data processing principles or concern a non-compliance with the data processing laws. A complaint form is available on the Website. On receipt of the complaint or objection, the Information Officer will attempt to resolve the matter internally. Should such resolution fail the data subject has the right to refer the complaint to the Information Regulator at complaints.IR@justice.gov.za.

If you have any queries about this Privacy Policy please contact our Information Officer, Barbara Watson on 086 11 79739.