

**PIKITUP SOC LIMITED**

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<b><i>The signatories hereof, confirm their acceptance of the contents and recommend the adoption thereof</i></b>				
Signature: Executive Manager: Legal, Governance, Risk and Compliance			Date: 14/09/2021	
Signature: Accounting Officer: Managing Director			Date: 15/09/2021	

# **PIKITUP PRIVACY POLICY**

## **1. Introduction**

Pikitup SOC Limited ("Pikitup") will on an ongoing basis receive and process Personal Information and is committed to ensuring that privacy and integrity of Personal Information received through this website. The processing of Personal Information is regulated by the Protection of Personal Information Act, 4 of 2013 ("POPIA")

POPIA defines Personal Information as information relating to an identifiable, living, natural person and where applicable, an identifiable, existing person. This includes but not limited to names, Identity numbers, and nationality.

Personal information is a broad term and relates to an identifiable, natural or legal entity and includes, but is not limited to:

- Contact information – telephone number, email address etc.
- Private correspondence
- Biometric information – blood group etc.
- Demographic information – age, gender, race, date of birth, ethnicity etc.
- Opinions of and about a person or group
- History – employment, financial information, medical history, criminal history as well as educational history.

In order to give effect to the provisions of POPIA, Pikitup is obliged to provide any person whose Personal Information is processed by it with details relating to the use of and processing of such Personal Information before it is used or processed.

## **2. Accountability**

Pikitup will only use or process Personal Information in accordance with the provisions of POPIA and the terms of this Privacy Policy.

In instances where Pikitup shares any Personal Information to a Responsible Party<sup>1</sup> or Operator<sup>2</sup>, then such person will be required to process such Personal Information in accordance with the provisions of POPIA and the terms of this Privacy Policy. In this regard, all relevant data privacy principles relating to the processing of Personal Information received by Pikitup or provided by Pikitup to another person as a result of the use of this website shall apply unless exceptions are provided for in terms of POPIA.

## **3. Consent to process**

By accessing and/or using this website, you:

- Acknowledge that you have read and understood this Privacy Policy and agree to be bound by and comply by its provisions; and
- give Pikitup consent to process your Personal Information for the required purpose;

Where Personal Information is provided to Pikitup on behalf of another party or is that of a minor,

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<sup>1</sup> Means a public or private body or any other person who determines the purpose of and means for processing Personal Information

<sup>2</sup> Means a person who processes Personal Information for a Responsible Party in terms of a contract or mandate, without coming under the direct authority of that part

such Personal Information will not be processed unless it is accompanied by the necessary permission or consent from the owner of that Personal Information, or the minor's parent or legal guardian, whichever is applicable.

#### **4. Receipt and use of Personal Information**

Pikitup will receive your Personal Information when you submit a request through available platforms (for example website, social media and electronic communication). The use or processing of Personal Information shall be for business purposes (incident purpose) which include but not limited to assisting stakeholders with complaints or escalation thereof.

To handle any query or request correctly, Pikitup may from time to time share the Personal Information with its employees or agents. Pikitup will not share any of your Personal Information with any third parties unless it is legally obliged to do so or as provided for in POPIA.

On receipt and in response to a query or a request received, Pikitup may transmit its own Personal Information which may only be used by the requesting party or the receiving party for the purposes relating to the request or query and for no other purpose.

#### **5. Use of Cookies**

Pikitup uses cookies on its website where they are required for particular features to work. A cookie is generally a tiny data file that resides on your computer or mobile devices and allows Pikitup to recognise you as a user when browsing Pikitup's website. We use cookies to record information about your computer/device, your browser, in some case your preferences, and browsing habits.

You can remove or block cookies using the settings in your browser, but in some cases may impact certain features of the Online Services to be unavailable to you.

#### **6. Security of Personal Information**

All information of a personal nature submitted or provided by stakeholders will be treated as confidential and will not be disclosed to any person without the express consent of the stakeholder. Notwithstanding this, Pikitup cannot be held responsible for any loss or unauthorised use or interception of Personal Information transmitted through the various platforms, which is beyond Pikitup's reasonable control. Due to the nature of the internet, it is not possible to guarantee that Personal Information submitted or posted on our website is secure. Pikitup will strive to maintain a safe and comfortable browsing experience with minimum risks to the visitor.

The Pikitup website may and/or contain links to other websites outside of Pikitup's control and Pikitup is not responsible for the content, privacy or security of websites controlled by third party websites. Pikitup also makes use of social plugin of social networks such as Facebook, LinkedIn, YouTube, and Twitter. Pikitup, will not be held liable for any processing or use of Personal Information transmitted through the social plugins.

#### **7. Policy Changes**

The policy will be reviewed at three year intervals or as and when required.