

POPI (PROTECTION OF PERSONAL INFORMATION)

What is the POPI Act

Propell respects your right to privacy and therefore aim to ensure that we comply with the legal requirement of the POPI Act which regulates how we collect, process, store, share and destroy any personal information which you have provided to us.

Why do we collect Personal Information?

We collect personal information to liaise with you telephonically, via our website or email so that we may:

1. respond to any query or comment received from you;
2. inform you of new services;
3. enable us to process, validate and verify information and requests for the supply of services;
4. for the purposes for which you specifically provided the information; and
5. generally, to improve your experience on our website.

Minors

If you are under 18 years of age (minor), we will require your parent/guardian/competent person's consent before we process such personal information.

Processing of Information

We will share your personal information:

1. to comply with applicable law or with legal process served on our company;
2. to protect and defend the rights or property of our company; and
3. with employees and third parties who assist us in providing services to you and thus require your personal information to render an efficient service. We will ensure that all such employees and third-party service providers, having access to your personal information, are bound by confidentiality agreements or similar agreements providing for information and data security measures.

Collection of Information by "Cookies"

You are aware that information and data are automatically collected through the standard operation of the Internet servers and "cookies." "Cookies" are small text files a website can use to recognise repeat users, facilitate the user's ongoing access to and use of the website and allow a website to track usage behaviour and compile aggregate data that will allow content improvements and targeted advertising. Cookies are not programs that come onto your system and damage files. Generally, cookies work by assigning a unique number to you with no meaning outside the assigning site. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature; however, you should note that cookies may be necessary to provide you with certain features (e.g., customised delivery of information) available on our website.

Security Measures

We will:

1. treat your personal information as strictly confidential;
2. take appropriate technical and organisational measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access;
3. promptly notify you if we become aware of any unauthorised use, disclosure or processing of your personal information;
4. provide you with reasonable evidence of our compliance with our obligations under this policy on reasonable request; and
5. We will not retain your personal information longer than the period for which it was originally required, unless we are required by law to do so, or you consent to us retaining such information for a longer period.

ALTHOUGH WE TAKE THE AFOREMENTIONED PRECAUTIONS IN PROTECTING YOUR PERSONAL INFORMATION, WE SHALL HOWEVER NOT BE LIABLE FOR ANY LOSS OR DAMAGE, HOWSOEVER ARISING, SUFFERED AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION IF OUTSIDE OUR REASONABLE CONTROL.

Your rights

You have the right at any time to:

1. rectify the Personal Information collected by us;
2. object to the processing of Personal Information (subject to legislation);
3. request the return or destruction of Personal Information (subject to legislation);
4. lodge a complaint with the company.

Personal Information processed by us may be routed/transferred to a third country or International organisation. If transferred the following security measures are in place to protect the Personal Information that will be transferred:

1. the information will only be processed to the extent necessary;
2. the regulatory authorities of the 3rd party recipient have substantially similar to POPI requirements;
3. to ensure that information is furthermore protected, we have Non-Disclosure Agreement(s), or similar agreements providing for information and data security measures (like User Agreement or Service Agreement), in place with companies that we deal with regularly.

All enquiries must be addressed to the information officer, Mariaan Tuck; who can be contacted via email at privacy@propell.co.za