

THINFUSE TECHNOLOGIES PRIVACY NOTICE

Introduction:

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act ("POPIA").

Thinfuse Technologies (and including our website, <https://www.thinfuse.net>) are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

Who we are:

Our focus is outsourced IT SLAs that encompass most aspects of our clients' requirements.

These include server and network infrastructure design; procurement of hardware and software; implementation; support and upgrades. In conjunction with the data centre, we provide desktop support services. Internet, VOIP and multi-site connectivity solutions are often a requirement that we have extensive experience in. Should there be a need, we also have a division that imports, implements and supports an ERP solution catering to the mid-market distribution, manufacturing and costing industries.

The type of personal information we collect:

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

EXAMPLE: We collect and process your personal information mainly to contact you for the purposes of understanding your requirements, and delivering services accordingly. For this purpose we will collect contact details including your name and organisation.

We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

Website usage information may be collected using "cookies" which allows us to collect standard internet visitor usage information.

How we get the personal information and what we use it for:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or user experience optimisation purposes, enabling us to provide you with an enhanced shopping experience at Thinfuse Technologies.

For example:

To gather contact information;

To confirm and verify your identity or to verify that you are an authorised user for security purposes;

For the detection and prevention of fraud, crime, money laundering or other malpractice;

To conduct market or customer satisfaction research or for statistical analysis;

For audit and record keeping purposes;

In connection with legal proceedings.

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose your information:

Where we have a duty or a right to disclose in terms of law or industry codes;

Where we believe it is necessary to protect our rights.

Collection of information by “Cookies”

You are aware that information and data is automatically collected through the standard operation of the Internet servers and through the use of "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 that has 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 Websites.

When will we process your personal information:

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consist out of the following:

- The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent;
 - The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
 - The processing complies with an **obligation** imposed by law on the business;
 - The processing protects a **legitimate** interest of the data subject;
 - The processing is necessary for the proper performance of a **public law** duty by the business;
- Or
- The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.

How we store your personal information:

Your information is securely stored:

Electronic: secure password protected folders

Hard copies: In files in a safe/ lockable filing cabinets on our premises

We keep your information as per our Data Retention Policy, minimum retention required in years. We will then dispose your information as per our Data Destruction Policy (both policies available on request).

Your data protection rights:

- You are entitled to access your personal data by sending a written request to our Information Officer, Managing Director C. Papoutsis (chris.papoutsis@thinfuse.net)
- We may charge you a fee for this service as set out in terms of Condition 8 of POPIA.
- You may also request Thinfuse Technologies to correct or supplement any of your personal data which Thinfuse Technologies will undertake as soon as practicable.

- Request the destruction of your personal data. C. Papoutsis (chris.papoutsis@thinfuse.net)
- Thinfuse Technologies will consider your request in light of any other laws or regulations from destroying your personal data.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.
- Please contact our Information Officer – C. Papoutsis (chris.papoutsis@thinfuse.net) if you wish to make a request.

Contact details:

Name: C. Papoutsis

Address: F13 Pinewood Square, Pinewood Office Park, 33 Riley Rd Woodmead

Phone Number: +27118032338

E-mail: chris.papoutsis@thinfuse.net

Subject: PRIVACY POLICY

How to complain:

- If you have any concerns about our use of your personal information, you can make a complaint to us by sending an email to our registered Information Officer – C. Papoutsis (chris.papoutsis@thinfuse.net)
- You can also complain to the Information Regulator if you are unhappy with how we have used your information.

Their contact details are as follows:**The Information Regulator (South Africa)**

33 Hoofd Street

Forum III, 3rd Floor Braampark

P.O Box 31533

Braamfontein, Johannesburg, 2017

Complaints

email: complaints.IR@justice.gov.za