



POPIA PRIVACY NOTICE

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We understand that your personal information is important to you and that you may be apprehensive about disclosing it. Your privacy is just as important to us and we are committed to safeguarding and processing your information in a lawful manner.

We also want to make sure that you understand how and for what purpose we process your information. If for any reason you think that your information is not processed in a correct manner, or that your information is being used for a purpose other than that for what it was originally intended, please contact our Information Officer.

You can request access to the information we hold about you at any time and if you think that we have outdated information, please request us to update or correct it.

Our Information Officer's Contact Details	
Name	Kevin Cousins
Contact Number	011 262 5252
Email Address:	support@fraudcheck.co.za

In the event where Kevin Cousins is not reachable, please contact Greg Oxley on the same details for assistance.

Our details:

Fraudcheck (Pty) Ltd

Building 2 Pinmill Office Park

164 Katherine Street

Strathavon

Gauteng

2196

Telephone: 011 262 5252

Organisation E-mail address: support@fraudcheck.co.za

The source of collection of your personal information:

We collect personal information from the following data subjects:

- Prospective clients who enquire about our services
- Personal information is collected from our clients and their clients when they request verification checks from us.
- You may also be requested to provide your personal information during your meetings and interactions with the individuals forming part of the Sales, Support and Technical Support Teams who service our customers and prospective customers.
- We may also collect information about you from other sources such as third parties and from cookies on our website.

Personal information is collected directly/ indirectly from you through the completion of a consent & indemnity form. These forms are completed either electronically or in hard copy.

We may also collect information about you from other sources such as external third parties and from cookies on our website.

Law authorising or requiring collecting of the personal information:

We are obligated in terms of the following legislation to collect your personal information insofar as it relates to the rendering of the relevant risk mitigation and online verification services to you:

- Promotion of Access to Information Act 2 of 2000;
- Financial Intelligence Centre Act 38 of 2001;
- Financial Advisory and Intermediaries Services Act 37 of 2002;
- Prevention of Organised Crime Act 121 of 1998;
- Companies Act 71 of 2008;
- Skills Development Act 97 of 1998;

- Protection of Personal Information Act 4 of 2013;
- Income Tax Act 58 of 1962;
- Basic Conditions of Employment Act 75 of 1997;
- Compensation of Occupational Injuries & Diseases Act 130 of 1993;
- Consumer Protection Act 68 of 2008;
- Value Added Tax 89 of 1991;
- Employment Equity Act 55 of 1998;
- Labour Relations Act 66 of 1995;
- Unemployment Insurance Act 63 of 2001;
- Occupational Health and Safety Act 85 of 1993;
- Trademarks Act 194 of 1993;
- Copyright Act 98 of 1978;
- Prevention and Combatting of Corrupt Activities Act 12 of 2004;
- Electronic Communications and Transactions Act 25 of 2002; and
- Electronic Communications Act 36 of 2005.

Purpose for Processing your Information:

We collect, hold, use and disclose your personal information mainly to provide you with access to the services and products that we provide. We will only process your information for a purpose you would reasonably expect, including:

- Complying with the obligations contained in the contract concluded between yourself and our organisation;
- To verify your identity and to conduct credit reference searches;
- To identify products and services offered by any of our affiliates which might be of interest to you, as well as to inform you of such products and/or services;
- To confirm, verify and update your details;
- To comply with any legal and regulatory requirements;
- For general administration purposes pertaining to your request/s and to reply to you when you contact us for support;
- To investigate and attempt to resolve any queries, complaints or requests;

Some of your information that we hold may include, your full names, identity and passport numbers, registration numbers, email addresses, your home, postal and/ or other physical address particulars, your telephone numbers and other contact information, your title, birth date, gender, occupation, qualifications, past employment, residency status, financial information, including your banking details.

Third parties and your personal information

We may need to share your information to third parties provide advice, reports, analyses, products or services that you have requested. Where we share your information, we will take all precautions to ensure that the third party will treat your information with the same level of protection as required by us.

These third parties may include:

- Your employer (where applicable);
- Analytics and search engine providers assisting in the enhancement of our websites;
- Information Technology specialists assisting us with data storage, security, processing, analytics, etc;
- Auditors of the Organisation;
- Consultants, Compliance Advisors and other Third Party Service providers of the Organisation;
- And Regulatory or Governmental Authorities that FraudCheck will need to adhere to.

The Transfer of your personal information outside of the Republic of South Africa

Your information may be hosted on servers managed by a third-party service provider, which may be located outside of South Africa

Your information may be hosted on servers managed by a third-party service provider, which may be located outside of South Africa. When this happens, we will take all precautions to ensure that the third party will treat your information at a minimum with the same level of protection as required

by the POPI Act. If you are interested in who these suppliers are, you are welcome to ask us at any time, we will happily disclose this information to you upon request.

Complaints and objections

As a data subject, you have the right to –

- Request that we confirm, free of charge, whether or not we hold personal information about you;
- Request that we provide you with a description of the personal information we hold about you, and to explain why and how it is being processed (please complete Annexure A);
- Request that we consider your objections to the processing of your personal information (please complete Annexure B);
- Lodge a complaint with the Information Regulator (please complete Annexure B).
- You are more than welcome to lodge a complaint with the information regulator if you feel that we are not complying with POPIA – please do try and speak to us first, but this is a remedy available to you and we want you to be aware of it.

The Information Regulator

In the event that your personal information has not been processed in accordance with the POPI Act and the principles set out above, you have the right to lodge a complaint with the Information Regulator.

For further information regarding the complaints process, please visit the website of the Information Regulator, as indicated below.

Alternatively, you may contact the Information Regulator for further assistance:

The Information Regulator: Adv Pansy Tlakula

Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Email: complaints.IR@justice.gov.za

Website: <https://www.justice.gov.za/infoereg/index.html>

If you need to speak with our Information Officer, feel free to contact him. Our Information Officer is Kevin Cousins and any queries or even questions you may have regarding this privacy notice and FraudChecks's POPIA compliance efforts can be directed to him at support@fraudcheck.co.za. In the event where Kevin Cousins (Information Officer) is not reachable, please contact Greg Oxley (Deputy Information Officer) on the same details for assistance.