



Chief Financial Officer/Chief Information Officer/Authorised Manager

IMPORTANT NOTIFICATION TO DATA SUBJECTS REGARDING THE PROTECTION OF PERSONAL INFORMATION ACT 4 of 2013 (Hereinafter Referred to as "POPIA")

This Processing Notice applies to the following persons (Data Subject):

- Customers and Clients - potential and actual;
- Lessors, Contractors, Vendors and Service Providers;
- Employees;
- Regulators, State Owned Entities and Public Bodies; and
- Business partners.

As you are aware, the Protection of Personal Information Act 4 of 2013 ("**POPI Act**") has come into effect. In accordance with the requirements of POPIA, we set out below how and why we, Bidfreight Port Operations (BPO) collect, use, process and share your Personal Information.

1. What Personal Information we collect of yours:

- You or your employer's or your company's employees contact information.
- Specific identifiers, which are required to protect legitimate interests, comply with legal obligations or public legal duties, or to accommodate you in our workplaces,
- Banking and account / financial information including VAT and other Tax Numbers.
- Information about products or services.
- Education and other employment related information.
- Health records, including your vaccination status.
- Other information not specified, reasonably required to be processed for business operations.

2. The purpose for processing your personal information for which no further consent is required:

- To carry out a commercial due diligence before deciding to engage with you.
- To undertake credit checks prior to or during the course of doing business with you.
- To negotiate and conclude a contract.
- To perform in accordance with the contract, including any operational matters.
- To attend to financial matters pertaining to any transaction between us.
- To make or receive payment for products and services purchased or sold.
- To communicate with you about any matter relating to our business dealings with each other.
- To carry out analysis and determine trends related to your product and our service offerings.
- To identify gaps in the product offering and improve product offerings to you.
- To communicate with you by email, SMS, letter, telephone or in any other way about our products and services, unless you indicate otherwise
- To comply with our legal obligations, insurance requirements, reporting requirements (including B-BBEE), public duties or to litigate.
- To carry out any duties and obligations as an employer.
- To treat you medically, carry out medical examinations or carry out Employee Assistance Program (EAP) obligations
- To communicate with your family members in the case of medical emergency.
- To permit you access to physical sites and / or IT systems.

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Bidfreight Port Operations (Pty) Ltd Reg No. 1999/000091/07

Executive Directors: S Amarchund P Cheall (Managing) T Lange N Nkonyeni
Non-Executive: W Madinane N J Mbongwa J Whittington

3. Depending on your requirements, we will collect and obtain Personal Information about you either directly from you, from certain third parties, or from other sources described below:

- Direct information provided by you to use, either voluntarily or on request.
- Automatic collection when you use our websites, open emails or otherwise communicate with us.
- Collection from third parties that publish information about you, including social media and government agencies.

4. We share Personal Information for the purposes set out in this Privacy Notice with the following categories of recipients:

- Our employees, professional advisors, affiliates, service providers and the companies within the Bidvest Group for business and operational purposes.
- Your organisation to facilitate the performance of contractual obligations.
- Any audit company or certification agency in the compliance of applicable legislation.
- Regulators and law enforcement agencies where we have an obligation to share information.
- Any organisation or person that we use to recover debts or to provide a service on our behalf.
- Any banking institution that we may use to facilitate the receipt or payment of funds.
- Other third parties if we reasonably believe that disclosure of such information is helpful, will achieve a legitimate purpose or is reasonably necessary to enforce our terms and conditions or investigate potential violations of our rights, to detect, prevent, or address fraud or security issues, or to protect against harm to property, or safety of BPO, our employees, any users, or the public.
- Any training body or certification agency that we may utilise for skills development purposes.
- Any medical facility in the carrying out of our occupational medical activity.

5. Security of Information:

We have implemented and continuously update technical and organizational measures designed to protect the security of Personal Information which is regularly audited for integrity of the system.

- Your Personal Information will be stored electronically and in some cases in hard copy in files and is accessible or provided to persons employed or contracted by us on a need to know basis.
- Once your Personal Information is no longer required, such Personal Information will be retained as per BPO's records retention schedule, which varies depending on the type of processing and the purpose for which it was held.
- Notwithstanding the contents hereof, please note that no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable measures designed to protect Personal Information, we cannot guarantee its absolute security.

6. Cross Border flows of personal information

Where Personal Information and related data is transferred to a country which is situated outside South Africa, your Personal Information will only be transferred to those countries which have similar data privacy laws in place or where the recipient of the Personal Information concludes an agreement which contractually obliges the recipient to comply with strict confidentiality and data security conditions which align to the set of standards as imposed by POPIA. Our cloud servers, which electronically store, inter alia, certain of the Personal Information mentioned above, may be situated outside of the borders of South Africa.

7. You as a Data Subject have certain rights which are detailed below:

- The right of access - You may ask BPO (free of charge) to confirm that we hold your Personal Information, or ask us to provide you with details, (at a fee) on how we have processed your Personal Information,
- The right to rectification - You have the right to ask us to update or rectify any inaccurate Personal Information which we hold of yours,

- The right to object to and restrict further processing - Where we do not need your consent to process your Personal Information, but you are not in agreement with such processing, you may lodge an objection to such processing.
- The right to withdraw consent – Where you have provided us with consent to process your Personal Information, you have the right to subsequently withdraw your consent.

These rights may be exercised by using the relevant forms in and following the process set out under the BPO PAIA Manual.

If you process another Data Subject's Personal Information on BPO's behalf in order to perform your contractual or legal obligations, you will keep such information confidential and secure as per POPIA and you will not, unless authorized to do so, process, publish, make accessible, or use in any other way such Personal Information unless in the course and scope of your duties, and only for the purpose for which the information has been received and granted to you, and related to the duties assigned to you.

8. Complaints or Queries

- Any comments, questions or suggestions about this Processing Notice or our handling of your Personal Information should be emailed to our Information Officers at Popi@bidports.co.za.

Should you feel unsatisfied with our handling of your Personal Information, or about any complaint that you have made to us, you are entitled to escalate your complaint to the South African, Information Regulator who can be contacted at <https://inforegulator.org.za/>

9. Acceptance and Binding Nature of this Document

By providing BPO with the Personal Information which we require from you as listed under this Notice:

- You acknowledge that you understand why your Personal Information needs to be processed.
- You accept the terms which will apply to such processing.
- Where consent is required as reflected in this notice, you agree that we may process this Personal Information.
- Where you provide us with another person's Personal Information for processing, you confirm that you have obtained the required permission from such person (s) to do so.
- The rights and obligations of the parties under this Processing Notice will be binding on, and will be of benefit to, each of the parties' successors in title and/or assigns where applicable.

Thank You
Nosihle Nkonyeni
FINANCE DIRECTOR