



EBS INTERNATIONAL

Privacy Statement of the EBS International Group of Companies

This Privacy Statement applies to EBS International Pty) Limited (Reg number 2004/035345/07) together with its subsidiaries as listed below (“The Group”)

Subsidiary Name	Reg. Number	Website address
Global ASP (Pty) Limited	1998/009769/06	www.globalasp.com
Megatech Systems (Pty) Limited	1990/001449/07	www.compen.co.za
Disaster Recovery South Africa (Pty) Limited	2006/036065/07	www.drsoa.co.za
Global ASP Asset Management Solutions (Pty) Ltd	2006/033557/07	www.globalasp.com
Employee Benefit Solutions Africa (Pty) Ltd	2004/008999/07	www.ebsafrica.co.za
Global ASP Fund Administrators (Pty) Ltd	1994/004401/07	www.ebsinternational.co.za

1 About

This Privacy Statement sets out the manner in which the Group treats your personal information including information which may be collected electronically when you use our website(s) to either view our products, contact us electronically or register for one of the services we offer on the website(s).

We respect your privacy and your personal information, and we will take all reasonable measures comply with the Protection of Personal Information Act 4 of 2013 (POPIA) to protect your personal information and to keep it confidential when processing it

2 Privacy Statement

EBS International (Pty) Limited and its subsidiaries consider your privacy to be important to us and understand that you may be concerned about how your personal information is used by the Group.

The Group will process your personal Information according to the principles below:

- 1) We comply with data privacy regulations namely the Protection of Personal Information Act (“POPIA”)
- 2) We advocate the Protection of Personal Information
- 3) We undertake to update your Personal Information when you advise us of any changes thereto.
- 4) We continuously provide training and awareness programs to our staff (and where required contractors and third party service providers) in order to educate them on data privacy and instil a culture of data privacy within the group.
- 5) All our staff and contractors are required contractually to protect the confidentiality of personal information and to adhere to the internal Information Security Policies and Procedures of the Group.
- 6) The Group takes reasonable measures to maintain the accuracy and quality of your personal information.
- 7) The Group endeavours to maintain appropriate physical, technological and contractual security measures to ensure the protection and confidentiality of Personal Information
- 8) The Group will be transparent and open in our dealings with you and will advise you in all our product and service contracts and/or agreements as well as our websites where applicable of how we collect your personal information and for what purposes your personal information is used.
- 9) The Group endeavours to always process your personal information lawfully and legally.
- 10) In terms of our operating model we may share your personal information with our fellow subsidiaries.
- 11) We respect your rights under the applicable data privacy laws and undertake to handle any of your queries or requests about your personal Information professionally Please refer Annexures A and B a for a Personal Information Request Form and/or POPI Compliant Form should you

need one.

3 Cookie Policy

What are cookies?

Cookies are small files which are stored on your device. They are designed to hold a small amount of data specific to you to enable the website to remember information about your device and how you use the website. We use this information to make your visit to our site as easy and useful as possible.

What happens if you disable your cookie functionality?

You can limit the collection of your information by disabling cookies on your browser. You may also be able to modify your browser settings so that your permission is required each time a website tries to set a cookie.

As our website(s) (and many other websites) rely on cookies to enable certain functionality, if you choose to disable cookies, some of the services available on our website may not work properly.

Types of Cookies

There are two main types of cookies we use namely:

- I. **Session cookies:** These are cookies that are deleted once you close your browser i.e. end your active session
- II. **Persistent cookies:** These cookies are stored on your device until they expire, or until you choose to delete them. Each time you visit our website these cookies are sent back to us.

What we use cookies for?

We use cookies for session management, user device identification and classification, traffic routing, and analytics

Is your personal information at risk?

No, we will never save any personal information, including login details or other personal information on your computer.

4 Contact Details

Should you have any queries with regard to the processing of your personal information please contact our Information officers per the details below:

Information Officer:	Fiona Rollison
Deputy Information Officer:	Yvette Botha
Email:	Privacy@ebsinternational.co.za

ANNEXURE A: PERSONAL INFORMATION REQUEST FORM

PERSONAL INFORMATION REQUEST FORM

Please submit the completed form to the Information Officer:

Name

Contact Number

Email Address:

Please be aware that we may require you to provide proof of identification prior to processing your request. There may also be a reasonable charge for providing copies of the information requested.

A. Particulars of Data Subject

Name & Surname

Identity Number:

Postal Address:

Contact Number:

Email Address:

B. Request

I request the organisation to:

(a) Inform me whether it holds any of my personal information

(b) Provide me with a record or description of my personal information

(c) Correct or update my personal information

(d) Destroy or delete a record of my personal information

C. Instructions

D. Signature Page

Signature

Date

5 ANNEXURE B: POPI COMPLAINT FORM

POPI COMPLAINT FORM

We are committed to safeguarding your privacy and the confidentiality of your personal information and are bound by the Protection of Personal Information Act.

Please submit your complaint to the Information Officer:

Name	
Contact Number	
Email Address:	

Where we are unable to resolve your complaint, to your satisfaction you have the right to complain to the Information Regulator :

Ms Mmamoroke Mphelo **Website:** <http://www.justice.gov.za/inforeg/index.html> **Email:** inforreg@justice.gov.za

Physical Address: SALU Building, 316 Thabo Sehume Street, Pretoria

A. Particulars of Complainant

Name & Surname	
Identity Number:	
Postal Address:	
Contact Number:	
Email Address:	

B. Details of Complaint

C. Desired Outcome

D. Signature Page

Signature:
Date