

CENTRICITI GLOBAL BPO (PTY) LIMITED - Privacy Notice

This privacy notice provides details of the personal information we collect from you, what we do with it, how you might access it and who it might be shared with.

Our Organisation

CENTRICITI GLOBAL BPO (PTY) LIMITED
 132 Jan Smuts Avenue
 Rosebank
 2196
 South Africa
 Telephone: +27 11 5439 000
 Organisation email: compliance@csssolutions.co.za

What we do with your personal information

We use your personal information only for the purpose for which it is collected. Among others, this purpose could be to provide a service, assist us with administration or even to comply with a legal obligation. We may use your personal information for other similar purposes, including marketing and communications, but that will only occur in the case where we have your consent or another lawful justification for doing so.

From our **Customers** we collect, use, and retain personal information for the following purposes and periods, with the applicable lawful basis.

Processing purpose	Lawful basis	Retention period
Member on Policy	We have the data subject's consent	Until legal retention period expires

From our **Spouse** we collect, use, and retain personal information for the following purposes and periods, with the applicable lawful basis.

Processing purpose	Lawful basis	Retention period
Member on Policy	We have the data subject's consent	Until legal retention period expires

From our **Beneficiaries** we collect, use, and retain personal information for the following purposes and periods, with the applicable lawful basis.

Processing purpose	Lawful basis	Retention period
Membership administration and management	We have the competent person's consent	Until contract Completed
Beneficiary on Policy	It protects a legitimate interest of the data subject	Until legal retention period expires

From our **Children** we collect, use, and retain personal information for the following purposes and periods, with the applicable lawful basis.

Processing purpose	Lawful basis	Retention period
Beneficiary on Policy	We have the competent person's consent	Until tax or other legal retention period expires

From our **Customer – No Consent** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis.

Processing purpose	Lawful basis	Retention period
Do Not Call List	We have the data subject's consent	Until consent withdrawn

What personal information do we collect?

We only collect the minimum amount of information that is relevant to the purpose. If you interact with us on the internet, the personal information we collect depends on whether you just visit our website or, use our services. If you visit our website, your browser transmits some data automatically, such as your browsing times, the data transmitted and your IP address.

If you use our services, personal information is required to fulfil the requirements of that service.

Generally, we collect the following personal information. If there is any *specific* personal information to collect, we will indicate as such, at or near the time of collection.

- Telephone number
- Email address
- Name, together with other identifying information
- Financial & banking details
- Physical address
- Identification Number

Special personal information could be about your health, your racial or ethnic origin, your trade union membership etc. We collect the following special personal information, under the appropriate lawful basis.:

- Race or ethnic origin - We have the data subject's consent.

We collect your personal information from the following indirect sources:

Data subject type	Personal information type	Indirect source name
Children	Physical address	Parent / Guardian, Broker
Children	Identification Number	Parent / Guardian, Broker
Children	Telephone number	Parent / Guardian, Broker
Children	Name, together with other identifying information	Parent / Guardian, Broker
Beneficiaries	Email address	Broker, Main Member
Beneficiaries	Identification Number	Broker, Main Member
Beneficiaries	Name, together with other identifying information	Broker, Main Member
Beneficiaries	Telephone Number	Broker, Main Member
Spouse	Email address	Broker, Main Member
Spouse	Identification Number	Broker, Main Member
Spouse	Name, together with other identifying information	Broker, Main Member
Spouse	Telephone Number	Broker, Main Member
Customer	Email address	Broker
Customer	Financial & banking details	Broker

Customer	Identification Number	Broker
Customer	Name, together with other identifying information	Broker
Customer	Physical Address	Broker
Customer	Telephone Number	Broker

Who might we share your personal information with?

To maintain and improve our services, your personal information may need to be shared with or disclosed to our service providers, other organisations such as ours or, in some cases, public or legal authorities.

We transfer personal information to the following organisations and countries:

Data subject type	Organisation name	Type	Country
Customers	Reflex Solutions (Pty) Ltd	Operator	South Africa

If we transfer your personal information outside of South Africa, we apply the necessary safeguards which include, confirming whether the receiving country has the proper data protection law, ensuring that there is a binding agreement between parties or, if the transfer is internal to our organisation, commitment to binding corporate rules. Details of these safeguards may be obtained by contacting us directly.

How do we look after personal information?

We limit the amount of personal information collected to only what is fit for the purposes as described above. We restrict, secure, and control all our information assets against unauthorised access, damage, loss, or destruction; whether physical or electronic. We retain personal information only for as long as is described above, to respond to your requests, or longer if required by law. If we retain your personal information for historical or statistical purposes, we ensure that the personal information cannot be used further. While in our possession, together with your assistance, we try to maintain the accuracy of your personal information.

How can you access your personal information?

You have the right to request access to any of your personal information we may hold. If any of that information is incorrect, you may request that we correct it. If we are improperly using your information, you may request that we stop using it or even delete it completely.

If you would like to make a request to see what personal information of yours we might hold, you may make a request from our organisation website or contact us as per the contact details provided in this document.

Where you have previously given your consent to process your personal information, you also have the right to request that we transmit your personal information to a different service provider.

Where it may have been necessary to get your consent to use your personal information, at any moment, you have the right to withdraw that consent. If you withdraw your consent, we will cease using your personal information without affecting the lawfulness of processing based on consent before your withdrawal.

Our Information Officer

Werner Venter

Email: compliance@csslutions.co.za

Telephone: +27 11 543 9000

The SA Information Regulator

You have the right to lodge a complaint with the SA Information Regulator. See the Information Regulator contact details below.

The Information Regulator (South Africa)

PO Box 31533

Braamfontein

27 Stiemens St

Braamfontein

2017

Email: info@justice.gov.za

Complaints: complaints.IR@justice.gov.za

Telephone: +27 82 746 4173