

## **VDL Dlamini Inc. Privacy Policy**

### **1. Purpose**

VDL Dlamini Inc. ("VDLD") recognises the importance of privacy and the protection of personal information provided to it and is committed to the safeguarding of such information.

This privacy policy (this "Policy") explains how VDLD collects and processes personal information which means, in relation to your personal, various activities including collecting, receiving, recording, storing, updating, using, transferring or erasing.

### **2. Scope**

The Policy contains information regarding the rights of natural and juristic persons to whom personal information relates ("data subjects"). This Policy applies to all data subjects, whose personal information VDLD collects, regardless of the country where you live or work.

This Policy applies to all personal information, whether it was provided to us through our websites, mobile applications or through any other form of communications with you such as email, telephone, or otherwise ("Channels"), through or by third parties or tools that collect personal information.

Personal Information means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including: information relating to race, gender, marital status, ethnicity or social origin, age, disability (mostly as required by labour and credit laws); an identifiable number, e-mail address, physical address, telephone number, identification number, location information, online identifier; biometric information; personal preferences, views or opinions; correspondence of a private or confidential nature; and a name if it appears with other personal information relating to you or if disclosing your name itself will reveal information about your personal information can be found in electronic or paper records.

### **3. What personal information we collect or process**

VDLD collects and/or processes personal information for a specific purpose, including when

- you contact VDLD or request information or services;
- VDLD provides services to you;
- you apply for vacancies;
- persons use VDLD's websites or engage with VDLD through social media;
- you visit our offices;
- enter into an agreement with us.

VDLD may collect the information directly from a data subject or from third parties (such as regulators, government authorities and registries, attorneys representing our clients' counterparties or correspondent attorneys).

We do not collect bank card details. You are advised to never respond to emails that seem to be from VDLD requesting bank card details as this request is most likely fraudulent and should be reported to us immediately.

VDLD may process personal information:

- to comply with legal or regulatory obligations;
- if a data subject has provided their consent; or

- if the processing is allowed by law.

The purposes for which VDLD processes personal information include, but are not limited to:

- marketing and promotion of VDLD's services;
- providing and improving services to clients;
- communicating with persons for VDLD's internal purposes;
- engage in our legitimate business, related interests, and legal purposes;
- exercising and defending legal rights.

VDLD may record any telephone or video calls that occur between data subjects and VDLD. We record calls for purposes of providing the legal services to you.

#### **4. Disclosure Of Personal Information**

VDLD may release personal information or disclose it to third parties in certain circumstances. These include, but are not limited to:

- if VDLD is required or authorised to do so by law or a court order;
- in order for VDLD to enforce its rights;
- in order for VDLD to provide services to its clients.

The third parties to whom we disclose personal information include, but are not limited to:

- advocates and other parties involved in legal services;
- third party service providers to VDLD or its clients;
- third parties who provide research services to VDLD or its clients;
- government authorities and registries, organs of state, regulators, courts, tribunals and law enforcement agencies.

#### **5. Transfer of Personal Information**

Personal information collected by VDLD may be transferred to persons in other countries. Personal information may be stored on servers located outside the country in which it was collected. Those countries' laws might not protect personal information in the same way or on the same level as the law in the data subject's country. However, VDLD will take reasonable steps to ensure that recipients in other countries have appropriate privacy measures in place. You consent to us processing your personal information in a foreign country whose laws regarding processing of personal information may be less stringent.

#### **6. Justification For Processing Personal Information If you are in the European Union (EU)**

To communicate with you and to attend to your requests, processing of your personal is required, and we have a legitimate business interest in processing your personal information:

- to process transactions with customers, suppliers, and job applicants;
- to fulfil an obligation where we have entered into a contract with you;
- to process personal information in relation to marketing and promotional activities based on your consent when your personal information was collected;
- pursuant to our legitimate business interest to market and promote our services; to analyse, develop, improve and optimise our Channels, and services, as well as to maintain the security of our sites, networks and systems;
- to comply with applicable laws; or

- to process your opt-out instruction.

## **7. Retention Of Personal Information**

VDLD retains personal information for as long as may be reasonably necessary in accordance with applicable law and/or in order to fulfil the purposes set out in this Policy.

## **8. Cookies**

VDLD's websites makes use of cookies. Cookies store information regarding website visitors. Cookies have various purposes, such as improving the visitor's experience on the website and facilitating their use of the website, tracking the number of website visits and data usage etc.

A website visitor may disable or decline cookies. However, if the visitor does so, their user experience on the site may be diminished.

## **9. Direct Marketing**

VDLD may send marketing and promotional communications and material to persons. Recipients may opt out from receiving such communications by contacting VDLD at the details provided below or by clicking on the opt-out link that will be contained in the relevant electronic communication.

## **10. Security**

VDLD takes all reasonable steps to protect and avoid unauthorised access to personal information. It has implemented various policies, procedures and software to safeguard personal information and routinely reviews its operations in order to ensure that personal information is adequately protected.

## **11. Data Subject Rights**

You have the following rights in respect of your personal information that we process:

- you may enquire from us (at no cost) whether we hold your personal information, (we will only provide you with this information when you provide us with adequate proof of your identity);
- where necessary, request the correction or deletion of your personal information;
- object to, restrict or limit the processing of your personal information; and
- object to using your personal information for purposes of direct marketing.

You can exercise any of your rights listed above by sending an email to the email below. Where we have reasonable doubt as to the identity of the person making an enquiry, we may request additional information to confirm the identity of the person, such as an identity document, including a driver's licence or passport.

Although the relevant legislation may provide data subjects with rights to access, amend or delete personal information that is in the possession of VDLD, VDLD may, in certain instances, refuse requests where exceptions apply or there is a legal basis for the refusal. Should we determine that you are not entitled to exercise a specific right, we will provide you with the reasons why.

Should we have reasonable grounds to believe that your personal has been accessed or acquired by any unauthorised person, we will, as soon as is reasonably possible and lawfully required, notify the applicable regulator, as well as yourself, unless we are unable to establish the identity of the personal that has been unlawfully accessed.

We will try to keep the personal information we collect as accurate, complete and up to date as is necessary for the purposes defined in this Policy. From time to time, we may request you to update your personal information. Data subjects are encouraged to contact VDLD in order to update their personal information as and when necessary.

## **12. Contact Details or lodging a complaint**

In order to contact VDLD for purposes relating to this privacy policy, please contact us using these contact details:

VDL Dlamini Inc.  
1st Floor, Liberty Life Building  
21 Aurora Drive, Umhlanga Ridge  
Durban  
Telephone: +27 67 726 84 83  
E-mail: [legal@vdlamini.co.za](mailto:legal@vdlamini.co.za)

If you live or work in the EU and believe there has been an infringement of your data protection rights, you are entitled to submit a complaint to a data protection authority in the EU Member State where you live or work. The contact details of each EU Data Protection Authority can be found at the following website: [http://ec.europa.eu/justice/data-protection/article-29/structure/data-protection-authorities/index\\_en.htm](http://ec.europa.eu/justice/data-protection/article-29/structure/data-protection-authorities/index_en.htm)

### **13. Updates to the Policy**

VDLD reserves the right to amend this Policy or add provisions to it at any time by publishing an updated version.

