

CLIENT AND SERVICE PROVIDER PRIVACY NOTICE IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013 (POPIA)



EasyGames is a responsible party in terms of POPIA and as a responsible party we are committed to protecting your personal information, in accordance with this we commit to the following:

- ♣ We will protect your personal information
- ♣ We will explain how we use your Personal Information
- ♣ We will advise you on the choices you have regarding the use of your personal information
- ♣ We will collect, use and process your personal information respectfully and lawfully
- ♣ We will store your personal information securely

In this Privacy Notice we will sets out:

- ♣ Who we are
- ♣ What processing means
- ♣ What personal information we collect
- ♣ How we use your personal information
- ♣ To whom we disclose your personal information
- ♣ Transfer of personal information across borders
- ♣ How we safeguard your personal Information
- ♣ Your rights regarding to your personal information
- ♣ How long we keep your personal information
- ♣ Privacy Notice updates
- ♣ How to contact the Company
- ♣ Information Regulator contact details

Revision Record

Revision No.	Date of Change	Author Name & Designation	Description of Change
0.1	January 2022	Compliance Culture (Pty) Ltd	Compiled
0.1	January 2022	Y Naik (Information Officer) C Pillay (Deputy Information Officer)	Reviewed and Approved
0.1	June 2022	Yugan Naik	Revised

This Privacy Notice explains how we collect, use, process, store, and disclose your personal information, in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA). This privacy notice is applicable to all clients, employees and service providers of EasyGames (Pty) Ltd.

Definition of Terms

In this privacy notice, clause headings are for convenience and reference only and shall not be used in the interpretation thereof. Any gender includes the other genders, and a natural person includes a juristic person and vice versa. All the annexures (if any) hereto are incorporated herein and shall have the same force and effect as if they were set out in the body of this notice.

The following words and/or expressions shall, unless the context indicates otherwise, bear the meaning assigned to them below and in POPIA.

Term	Description
Biometrics	A technique of personal identification that is based on physical, physiological or behavioural characterisation including blood typing, fingerprinting, DNA analysis, retinal scanning, and voice recognition.
Child	A natural person under the age of 18 years who is not legally competent, without the assistance of a competent person, to take any action or decision in respect of any matter concerning him or herself.
Cookie/s	A small text file or piece of data sent from a website and stored on your internet browser when you use our website. (Also called web cookie, internet cookie, browser cookie, or simply cookie)
Competent person	Any person who is legally competent to consent to any action or decision being taken in respect of any matter concerning a child.
Conditions	The conditions of lawful processing stipulated in Chapter 4 of POPIA, unless the context indicates a contrary meaning.
Data subject	The person to whom personal information relates. Also defined as client and/or service provider for the purposes of this notice.
Information Officer	The person duly authorized of the company from time to time, whose duties and responsibilities are stipulated in Section 55 of POPIA.
Internet Protocol ("IP")	A standard set of rules for sending and receiving data over the internet.
Information Regulator	The juristic person established in terms of section 39 of POPIA, whose powers, duties and functions are stipulated in section 40 of POPIA.
Operator	Means a person who processes personal information for the company in terms of a contract or mandate, without coming under the direct authority of the company.
Person	A natural person or a juristic person.
Personal information	Information relating to an identifiable, living, natural person, and where it is applicable, an identifiable existing juristic person, including, but not limited to: <ul style="list-style-type: none"> - information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person. - information relating to the education or the medical, financial, criminal or employment history of the person. - any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier, or other assignment to the person. - the biometric information of the person. - the personal opinions, views, or preferences of the person. - correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence. - the views or opinions of another individual about the person; and - the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.
Processing	Any operation or activity or any set of operations, whether or not by automatic means, concerning personal information including: <ul style="list-style-type: none"> - the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use. - dissemination by means of transmission, distribution or making available in any other form; or - merging, linking, as well as restriction, degradation, erasure or destruction of information.
Privacy Notice or Notice	This privacy notice as amended from time to time.
"PAIA"	The Promotion of Access to Information Act No. 2 of 2000
"POPIA"	The Protection of Personal Information Act No. 4 of 2013

Term	Description
Special personal information	Information concerning a child and personal information concerning the religious or philosophical beliefs, race or ethnic origin, trade union membership, political opinions, health, DNA, sexual life, or criminal behaviour of a data subject
The "Company"	EasyGames (Pty) Limited, also referred to as "us" or "we" in this privacy notice.
You/ Your	The data subject and/or belonging to the data subject.

Who are we?

EasyGames (Pty) Ltd ('the Company') is a registered company operating within the Republic of South Africa. As part of our business processes and creating value for our stakeholders, we are required, to process personal information. Accordingly, we are required to protect the personal information as set out in the Protection of Personal Information Act 4 of 2013 (POPIA) including its Regulations. This privacy notice explains how we collect, use, process, store and disclose your personal information in accordance with the requirements of POPIA.

Personal Information

Personal information means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable existing juristic person. Personal information will be obtained from you as a client or service provider of the Company. By providing us with your personal information you will be deemed as having given us your consent where necessary and appropriate as indicated in this privacy notice.

By using our web site, you acknowledge that you have reviewed the terms of this privacy notice and agree that we may collect, use, process, store, disclose and transfer your personal information in accordance herewith. We shall ensure that your personal information is processed within the parameters of the law. This privacy notice must be read in conjunction with POPIA and its Regulations, where applicable

Purpose for Collecting your Personal Information

The request for your personal information is necessary for us to carry out the actions for the conclusion or performance of a contract to which you are a party either as a client or service provider of the Company; for our compliance with legal and regulatory requirements or industry codes; to protect your legitimate interest as a client or service provider of the Company or to pursue the legitimate interests of the Company in providing products/ services to you.

Process for Collection Personal Information

1. Directly from you: Personal information will be collected directly from you when you become a client or a service provider of the Company or by using our products and/or services.
2. Other sources: Personal information is also collected from other sources. With your consent, we may also obtain information that you provide to us with information we receive from other companies to offer you an efficient and consistent experience when you deal us.
3. From our website: We collect website usage information using 'cookies' which permits us to collect internet visitor usage information. The cookie is sent to our computer each time you visit our website.

Information Collected

We will only process your personal information with your consent or in accordance with the law. It is important to note that by using our services, products and service channels you agree that we may process your personal information as explained in this privacy notice. Where possible, we will inform you what information you are required to provide to us and we will not collect information in excess of what is required from you.

The type of information collected will depend on the purpose for which it was collected and used and can be made up, but not limited to the following:

- ♣ Personal identifiable information: information such as full name, identity number, identity document, date of birth, nationality, gender, sex, marital status, age, language, biometrics, company registration number, company information (names of directors), VAT registration number, etc.
- ♣ Contact information: physical address, location, email address, contact number, next of kin details.

- ♣ Application information: information you provide to us on applications, including assets and liabilities, income, debts and/or property insurance coverage.
- ♣ Account information: information such as your banking details.
- ♣ Transactional information: information about transactions and account activity such as account balances, payment history, account usage,
- ♣ Employment information: occupation, employer, place of work, work contact number, work email address, work physical address and employment history.
- ♣ Company/Sole Proprietor information: information from service providers regarding company/ sole proprietorship information when entering into a service provider contract with us.
- ♣ Other information: information required to address queries, data from public records, and other verifications by authorised persons and all other information necessary for us to obtain in the provision of our products and services to you.
- ♣ Recording of telephone conversations: telephone conversations between you and the Company may be recorded for verification, regulatory or business requirements as and when the Company requires.
- ♣ Cookies: website usage information will be collected using 'cookies' that permit the collection of internet visitor usage information. The information we collect in this regard is limited to IP addresses only.

Using your Personal Information

We will use your personal information only for the purpose for which it was collected and/or agreed with you.

These include the following:

- ♥ Provide products and services.
- ♥ Service, maintain or collect on accounts.
- ♥ Allow for product applications and evaluate your eligibility for such product.
- ♥ Conduct credit reference searches or verifications.
- ♥ Perform risk management, including risk analysis.
- ♥ Establish and verify your identity (or your agent or representative) and to confirm that you are an authorised user for security purposes.
- ♥ Detect, prevent, and investigate fraud, crime, or money-laundering.
- ♥ Market or customer satisfaction research or for statistical analysis
- ♥ Auditing and record keeping purposes.
- ♥ Comply with legal processes, to respond to requests from the public, regulatory authorities and allow us to pursue remedies and limit damages.
- ♥ Respond to client requests.
- ♥ To enter into a non-disclosure agreement, contract, or potential contract with a Service Provider.
- ♥ To carry out instructions for the conclusion of or the performance of a contract with a Service Provider,
- ♥ Assessing a service provider's qualifications and/or certifications related to the performance of a particular service.
- ♥ To handle litigation matters.

Using "Special" Personal Information

Special personal information means the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information or criminal history. We may process your special personal information in the following circumstances:

- ♣ If you have consented to the processing.
- ♣ If the processing is needed to create, use, or protect a right or obligation in law.
- ♣ If the processing is for statistical or research purposes, and all legal conditions are met.
- ♣ If the personal information was made public by you.
- ♣ If the processing is required by law.
- ♣ If racial information is processed and the processing is required to identify you

EasyGames does not process "Special" Personal Information of Children.

Disclosure of Personal Information

Your personal information may be disclosed in the following circumstances:

- ♣ Where we have a duty or a right to disclose in terms of law.

- ♣ Where we believe it is necessary to protect our rights.
- ♣ In the public interest (to assist in the prevention of crime).
- ♣ If you agreed that we may disclose your personal information.

Disclosure of Personal Information to 3rd Parties

Your personal information may be shared with third parties, service providers, other company's and other companies. Your personal information may be disclosed to third parties for the following reasons:

- ◆ For ordinary business purposes.
- ◆ To carry out your instructions.
- ◆ For the delivery of services and/or products to you.
- ◆ For the conclusion or performance of our agreement with you.
- ◆ For storage or for Processing purposes.
- ◆ To comply with regulatory requirements.
- ◆ To check conflicts, for quality and risk management.
- ◆ For financial accounting purposes.
- ◆ To prevent fraudulent activities.
- ◆ For the provision of other administrative support services.

Transfer of Personal Information across Borders

There will be times when we will process your personal information in other countries for ordinary business purposes or to carry out your instructions. Third parties may obtain, collect, use, transfer, store or otherwise process personal information in the various jurisdictions in which they operate. These countries may not have the same level of protection.

Where possible, the party to whom we transfer your personal information will be required to:

- ♣ Agree to our privacy principles and practices.
- ♣ To implement and maintain the appropriate security, privacy and confidentiality obligations.
- ♣ To agree to the protection of your personal information in accordance with this privacy notice and contractual agreements.

Protection of Personal Information

Keeping personal information secure is one of our most important responsibilities and is an obligation in terms of POPIA. We will secure the integrity and confidentiality of personal information in our possession or under our control by taking appropriate physical, technical, electronic, procedural and organisational safeguards as well as security measures to protect your personal information against unlawful and unauthorised use, access, loss, damage, and destruction. Our security controls and associated processes are reviewed on an ongoing basis to ensure that your personal information is secure. All our systems and operations used shall always be of a maximum standard required by law, industry codes, professional rules and regulations for the protection, control and use of personal information.

It is important to note that the transmission of personal information to the Company through the internet or a mobile phone network connection may not be completely secure, and any transmission is at the data subject's risk. Despite the security measures that the Company has in place to protect personal information of a data subject (firewalls, password access and encryption methods), the data subject acknowledges that there is a possibility of this information being accessed unauthorised third parties through illegal activity.

Appropriate employees are authorised to access personal information for legitimate and specified business purposes. Employees are bound by a code of ethics and other internal policies that require confidential treatment of personal information. Disciplinary action can be taken if employees fail to follow such requirements.

Where we have contracted with third parties, appropriate security, privacy, and confidentiality obligations are imposed to ensure that personal information for which we remain responsible is adequately protected.

Operators

Where we appoint an operator (i.e. a person who processes personal information for us in terms of a contract or mandate, without coming under our direct authority), such an operator will be obliged to:

- ♥ Process such information only with our knowledge or authorisation; and

- ♥ Treat personal information which comes to the operator's knowledge as confidential and must not disclose it, unless required by law or in the course of the proper performance of their duties.

In addition, we will, in terms of a written contract between us and the operator:

- ◆ Ensure that such an operator establishes and maintains the security measures. Such an operator will therefore be required to meet or exceed the Company's minimum requirements for data security.
- ◆ Oblige the operator to notify us immediately where there are reasonable grounds to believe that the personal information of a data subject has been accessed or acquired by any unauthorised person.

Your Rights regarding the Protection of Personal Information

- ♣ The right to be notified: You have the right to be notified that your personal information is being collected and to be notified if your personal information has been accessed or acquired by an unauthorised person.
- ♣ The right to request access: You have the right to request that we confirm whether we hold your personal information. You have the right to request access to or obtain a copy of your personal information in accordance with POPIA and PAIA. Please note that we will take the necessary steps to confirm your identity before providing the requested personal information. Any requests that you may have relating to your personal information should be addressed to the relevant official of the Company or at the Company's address stated in any agreement between you and the Company. Such requests may result in a legally permitted fee being charged.
- ♣ The right to request correction: You have the right to request that your personal information be corrected or deleted if inaccurate, incomplete, or excessive. You can ensure your personal information is accurate by reviewing your information and advising us if it is incorrect. Some changes will only be made once the necessary supporting documentation has been obtained.
- ♣ The right to request deletion: You have the right to request that a record be deleted or destroyed if you believe we are no longer authorised to retain it. You understand that if your request us to delete personal information and we rely on that personal information to provide you with services or products, then we will not be able to provide you with such products and services.
- ♣ The right to object to processing: In certain circumstances, you have the right to object, for legitimate purposes, to the collection or processing of your personal information. You also have the right to object to the processing of personal information at any time for the purposes of direct marketing or by means of unsolicited electronic communications. Objections can be made through registered post, electronic mail or personal delivery. Once an objection is received, we will no longer process your personal information.
- ♣ The right to make queries: You have the right to query a decision that was made about a product or service that you have applied for and that was made solely by automated means. If you have any questions regarding your choices that are not addressed in this privacy notice, please contact us for more information.
- ♣ The right to complain: You have the right to submit a complaint to the Company or to the Information Regulator regarding the alleged interference with the protection of your personal information. You have the right to institute civil proceedings regarding the alleged interference with the protection of your personal information.

Keeping Personal Information Records

The Company is obliged to keep your personal information in the following circumstances:

- ◆ If we require it for our lawful business purposes.
- ◆ If required by the law.
- ◆ If it is required in terms of a contract with you.
- ◆ If you have consented to us keeping your personal information.

Deleting or destroying your personal information

EasyGames will destroy or delete a record of your personal information or de-identify it as soon as reasonably practicable after the Company is no longer authorised to retain the record. The destruction or deletion of a record of personal information will be done in a manner that prevents its reconstruction in an intelligible form. If the law requires us to keep the personal information, it will not be deleted upon your request. The deletion of certain personal information may lead to the termination of your business relationship with us.

Restriction on the processing of your personal information

The Company will restrict the processing of your personal information if:

- ◆ Its accuracy is contested by you.

- ◆ The Company no longer requires your personal information for achieving the purpose for which the information was collected or subsequently processed, but it must be maintained for purposes of proof.
- ◆ The processing is unlawful and you oppose the destruction or deletion of the personal information.
- ◆ You have requested to transmit the personal information into another automated processing system.

Review

This document will be reviewed on an annual basis to ensure that it remains relevant. Changes to this notice may be made from time to time. All changes will be published on the Company's website, please check this periodically.

Contact Details:

Please use the following methods to contact EasyGames if you have any queries regarding this notice or believe that it has not been adhered to.

EasyGames (Pty) Ltd

Physical Address: Office 5, 3 Dumat Place, Mt Edgecombe, Durban, 4300

Postal Address: Office 5, 3 Dumat Place, Mt Edgecombe, Durban, 4300

Email : info@easygames.co.za

Website: www.easygames.co.za

To object to the processing of your personal Information, to request access, correction, deletion, or destruction of your personal information, please send an email to: info@easygames.co.za

You have the right to complain to the Information Regulator. The contact details for the Information Regulator are as follows:

Information Regulator

Physical Address: 33 Hoofd Street Forum III, 3rd Floor Braampark

Postal Address P.O Box 31533 Braamfontein, Johannesburg, 2017

Tel: 012 406 4818

Fax: 086 5003351

Email: inforeg@justice.gov.za

Website: <https://www.justice.gov.za/inforeg/contact.html>