



Blaze Fibre (PTY) LTD
DATA PRIVACY AND PROTECTION OF
PERSONAL INFORMATION NOTICE
("PRIVACY NOTICE")
Version 1.0

Contents

| | |
|--|---|
| INTRODUCTION | 3 |
| CONSENT | 3 |
| JURISDICTION | 3 |
| PERSONAL INFORMATION | 3 |
| QUALITY OF PERSONAL INFORMATION | 3 |
| USE AND DISCLOSURE OF INFORMATION | 3 |
| INFORMATION RETENTION | 4 |
| YOUR RIGHTS: ACCESS TO INFORMATION | 4 |
| CORRECTION OF YOUR INFORMATION | 4 |
| SECURITY OF INFORMATION | 4 |
| TRANSFER ACROSS BORDERS | 5 |
| COOKIES | 5 |
| THIRD PARTY | 5 |
| HOW TO CONTACT US | 5 |
| MARKETING BY ELECTRONIC MEANS | 5 |
| QUERIES AND COMPLAINTS | 5 |
| CHANGES TO THIS PRIVACY NOTICE | 6 |
| DATA SUBJECT POPIA CLAUSE (CONSENT AND NOTIFICATION) | 7 |

Introduction

This Privacy Notice is designed to tell you about our practices regarding collection, use, protection and disclosure of information that you may provide via this site.

Please be sure to read this entire Privacy Notice before using or submitting information to this site. This site is intended for use only by Blaze Fibre stakeholders and residents of South Africa.

Consent

By using Blaze Fibre web site, you agree to the terms of this Privacy Notice. Whenever you submit information to Blaze Fibre, you consent to the collection, use, processing, sharing and disclosure of that information in accordance with this Privacy Notice and Blaze Fibre's Internal Data Privacy Policy and Procedures. Where further processing of your information is required, we will require your express consent.

Jurisdiction

Personal information collected, used, processed, shared, and disclosed when visiting one of Blaze Fibre's websites is governed by legal requirements of South African law viz. The Protection of Personal Information Act 4 of 2013 ("**POPIA**"), Promotion of Access to information Act (PAIA) and any other applicable laws.

Personal Information

Personal information is defined as information that can be uniquely identified with you, such as but not limited to your full name, address, e-mail address, phone number, and so on. According to POPIA, Personal Information also includes information relating to an identifiable, existing juristic person.

Quality of Personal Information

Blaze Fibre will take all reasonable steps to ensure the quality of the information collected in terms of completeness and accuracy. To this end certain validations will be applied, and confirmation may be sought from you as the data subject. You will be required to notify Blaze Fibre of any changes to your information provided to ensure completeness and accuracy of data can always be maintained.

Use and Disclosure of Information

We may disclose your personal identifiable information to our employees, authorised agents and/or any third parties for the purposes of discharging our obligations under any law or regulatory requirement.

We will only process your personal information lawfully and as required in terms of the processing conditions.

We may disclose your personally identifiable information to other Blaze Fibre affiliates that agree to treat it in accordance with this Privacy Policy and Blaze Fibre's Internal Data Privacy Policy and Procedures as per mutual agreed consent. In addition, we may disclose your personally identifiable information to third parties for the following purposes:

- to contractors and/or third parties we use to support our business (e.g. fulfilment services, technical support), in which case we will require such third parties to agree to treat it in accordance with Data Privacy Laws.
- in connection with the provision of services to you;
- where required by applicable laws, court orders, or government regulations as per POPI:

This list is not exhaustive, and Blaze Fibre will advise you from time to time should your personal information be shared or transferred for any other purpose.

We will not disclose any personally identifiable information without your permission unless we are legally required to do so or are required to do so to provide the required services. If third parties' services are used, they will be required to uphold the same privacy protection as required by South African Law.

You are not entitled to share any information not specifically pertaining to you that you may have access to during provision of services by Blaze Fibre unless required to do so by law.

Information Retention

Blaze Fibre keeps your data only for as long as is reasonably needed for each purpose and in accordance with any applicable legal, ethical reporting, retention requirements and/or as documented in Blaze Fibre's Record Retention Policy.

Your Rights: Access to information

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers/addresses as provided on our website and specify what information you require.

Please note that any such access request may be subject to a payment of a legally allowable fee.

Correction of your information

You have the right to ask us to update, correct or delete your personal information we may hold about you. We would appreciate it if you would keep your personal information accurate.

Security of information

Blaze Fibre safeguards the security of the information you provide with physical, electronic, and managerial procedures. In certain areas of our website where appropriate, Blaze Fibre uses industry standard encryption to enhance the security of data transmissions. Our security systems are designed to prevent loss, unauthorised destruction, damage and/or access to your personal information from unauthorised third parties. We strive to protect your personal information and information security and will take all reasonable steps to safeguard the information in our possession and under our control.

Our security policies and procedures cover:

- Physical security
- Computer and network security
- Access to personal information

- Secure communications
- Security in contracting out activities or functions
- Retention and disposal of information
- Acceptable usage of personal information
- Governance and regulatory issues
- Monitoring access and usage of private information
- Investigating and reacting to security incidents

Transfer across borders

We may transfer your personal information to other countries, to administer claims or where it is required by law or in terms of the performance of a contract. These countries may not have the same level of data protection. If necessary and where possible we will ask the party to whom we transfer your personal information to agree to our privacy principles, associated policies and practices.

Cookies

In certain areas of our site, we may store some information (commonly known as a “cookie”) on your computer when you look at our site. This information helps your use of our web site and ensures that you do not need to re-enter your details every time you visit us and make it easier for us to give you a better experience online.

You can erase or block this information by changing the settings on your computer (usually within the Internet browser and operating system like the Internet Explorer and Windows). Please refer to the respective help screens or manuals.

Third party

Blaze Fibre’s websites may contain links to other web sites. Blaze Fibre does not share your personal information with those websites and is not responsible for their privacy practices. We encourage you to learn about the privacy policies of those companies.

How to Contact Us

If you have any questions, comments, requests, or concerns related to this Privacy Notice or the information practices of this site please use the details provided on our contact page and we will gladly assist.

Marketing by electronic means

As a new customer, should you want to receive electronic marketing messages from us, please contact our customer services team and you will be “opted in”. If you give us permission, we may use your personal information to tell you about products and services from us or our affiliates and related parties. (You can get in touch with customer services through the Contact Us page on our site.)

As an existing customer, should you choose to unsubscribe or opt out, we will hold your contact details on file marked so that we do not contact you again. This is so that we do not contact you if your details are subsequently provided to us by a third party.

We will always treat your personal information with the utmost care and will never sell it to other companies for marketing purposes.

Queries and Complaints

Should you believe that Blaze Fibre has utilised your personal information contrary to applicable law, you should undertake to first attempt to resolve any concerns with Blaze Fibre. Please refer to Blaze Fibre's website for the complaint details.

If you have any queries or complaints about privacy, please contact Blaze Fibre's Information Officer:

- Mr. Maverick Zackey

Physical address:

Unit 3, Corporate Park South, 8 Bushbuck Close, Randjespark, Midrand, 1685

Telephone: (010) 025 4333

Email: maverick@blazefibre.co.za

If you are not satisfied with such process, you have the right to lodge a complaint with the Information Regulator.

Changes to This Privacy Notice

Blaze Fibre shall not be liable for any damages of any kind arising from the use of this information or website including but not limited to direct, indirect, incidental, punitive and/or consequential damages for fulfilling any of its statutory obligations under any law applicable to Blaze Fibre. If this Privacy Notice changes, the revised notice will be posted on this site. Please check back periodically and especially before you provide any personally identifiable information. This Privacy Notice (Version 1.0) was last updated 1 September 2022

Data Subject POPIA Clause (consent and notification)

Data Protection

Blaze Fibre (Pty) Ltd. (we, us, our), its successors and assigns.

1. You consent to us sharing, collecting and processing your Personal Information from you and where lawful and reasonable from public sources for credit, fraud prevention, medical rehabilitation and compliance purposes, as well as for any other purposes as may be required in order for us to perform in terms of a contract to which you are the Data Subject, to comply with an obligation imposed on us by law, where the processing protects the legitimate interests of the Data Subject or where the processing is necessary for pursuing the legitimate interests of the responsible party or of a third party to whom the information is supplied.

2. You consent to us processing your Personal Information, for the purpose for which it was intended where it is deemed adequate, relevant and not excessive.

3. You acknowledge and agree that it may be necessary for us to share and/or collect your Personal Information from time to time, with or to certain industry bodies, regulatory bodies, industry associations, employees, authorised agents, authorised financial services providers, banks, tracing agents, insurers, reinsurers, service providers, medical service providers, board of healthcare funders and/or your employer and that we will only do this when appropriate or necessary, in order to provide the products and/or services to you, administer and investigation claims and/or to comply with laws, regulations, and/or our policies and procedures. You expressly consent to our providing Personal Information to the above parties for these purposes.

4. You confirm that, if you give Personal Information about or on behalf of another person (including but not limited to patients, employees, children or beneficiaries), you are authorised to:

- a. Give us their Personal Information;
- b. You are authorised to do so;
- c. Consent on their behalf to the Processing of their Personal Information, specifically any cross-border transfer of Personal Information into and from the country where the products and services are provided; and
- d. Receive any privacy notices on their behalf.

5. You consent to us Processing your Personal Information:

- a. For the purpose of providing products and services and administering claims to you and/or your employees in terms of this agreement and providing any other products and services for which you may apply.
- b. As it is mandatory and required in terms of the Compensation for Occupational Injuries and Diseases Act, 1993 (COIDA) for Blaze Fibre to provide the required products and services as per its licence and authorisation from the Compensation Fund. Consequences of a failure to provide

the required information will result in Blaze Fibre inability to perform in terms of the insurance contract, regulation or provide the requisite benefits or payments as required in terms of the COIDA.

c. For the purpose of carrying out statistical and other analyses to identify potential market trends and evaluate and improve our business (which includes improving existing and developing new products and services).

d. In countries outside South Africa where the products, services or benefits of the policy are provided. As far as possible, we will ask the receiving party to agree to our privacy policies.

e. By sharing your Personal Information with insurers, service providers, and any other third parties, where necessary, so that we can administer the policy, claims and/or provide the products, services and policy benefits to you and your employees, locally and outside the country where the products or services are normally provided.

f. With other Blaze Fibre related entities within the Blaze Fibre structure.

g. Including special Personal Information relating to health or sex life, criminal behaviour, biometric information and/or race or ethnic origin (where applicable).

6. You also acknowledge and understand that the above list is not exhaustive and Blaze Fibre will advise you, from time to time should your Personal Information be shared or transferred to a third party for any other purpose not provided for herein.

7. You understand that you have a right to correct, request access to and to rectify the information collected, including the right to object to the processing of Personal Information (where applicable).

8. You understand that you have the right to lodge a complaint with the Information Regulator which details can be found at <https://www.justice.gov.za/inforeg/>.

9. Blaze Fibre shall not be liable for any damages of any kind arising from the use of the Personal Information, including but not limited to direct, indirect, incidental, punitive and/or consequential damages for fulfilling any of its statutory obligations under any law applicable to Blaze Fibre.

10. You will find our Processing practices in our Privacy Notice. This statement is available on Blaze Fibre website or on request.

Blaze Fibre

Blaze Fibre namely the Responsible Party. Business Address: Unit 3, Corporate Park South, 8 Bushbuck Close, Randjespark, Midrand, 1685

Personal Information

Information about an identifiable, natural person and where applicable juristic person, including information about; race; gender; health or sex life; sex; pregnancy; marital status; nationality; ethnic or social origin; colour; sexual orientation; age; physical or mental health; well-being; disability; religion; conscience; belief; culture; language; birth; education; medical; medical history; financial; criminal or employment, employment history; any unique identifiers, banking details, identifying number; symbol; e-mail; postal or physical address; telephone number; location; any online identifier; or other particular assignment to the person; biometric information; personal opinions; views or preferences of the person or the views or opinions of another individual about 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; and the name of the person if that appears with other Personal Information relating to the person.

Process

Any operation or activity, automated or not, concerning Personal Information, including; alteration, blocking, collation, collection, consultation, degradation, destruction, dissemination by means of transmission, distribution or making available in any other form, erasure, linking merging, organisation, receipt, recording, retrieval, storage, updating, modification or use. Processing and Processed will have a similar meaning.

Data Subject

The person (natural or legal) to whom Personal Information relates.