

# Privacy Notice

## Effective Date: 30 June 2021

### Introduction

Solo Resources cares about the privacy, security and online safety of our customers personal information and we take our responsibility to protect your personal information very seriously. This notice explains how we may collect, use, share and protect your personal information, as required by the Protection of Personal Information Act (POPIA). Using our services and any interaction about your privacy are subject to this notice.

As our business grows and changes, we may need to update this notice to reflect those changes.

### The meaning of processing your personal information

To help you understand this policy, we include the explanations of the terms 'personal information' and 'process' as used in POPIA:

- Personal Information and Special Personal Information are any information relating to an identifiable living or juristic person. Some examples are race, gender, marital status, nationality, age, physical or mental health, disability, language, education, identity number, telephone number, email, postal or street address, biometric information and financial, criminal or employment history;
- Process or Processing means any operation or activity, whether automated or not, concerning personal information, including collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation, use, dissemination by means of transmission, distribution or making available in any other form, merging, linking, as well as blocking, degradation, erasure or destruction of information;

### Why we process your personal information

We have to process some of your personal information in order to provide you with our products and services, and also as required by tax and other legislation. For example: When you buy one of our services or products, we collect your name, contact information and payment information to complete the transaction. Your personal information is used to:

- Identify you;
- Process your requests or instructions;
- Follow the laws of South Africa;
- Offer other products and services to you

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Because of the nature of our business, we sometimes use other parties like our service providers and administrators who in turn process your personal information.

These are some examples of when we will share your personal information:

- When required by any regulatory authority, such as The Financial Sector Conduct Authority (FSCA).
- When required by legislation or any legal process.
- To protect and defend our rights and property, including our intellectual property.
- When you have given us direct permission to do so.

**We will never sell your personal information or share it with other parties for their own marketing use.**

#### **Some information is automatically collected**

When you use any of our digital channels like websites and apps, we receive and store information generated by your activities (usage data gathered by cookies) and other information that are automatically collected from your browser or mobile device. Most of this data is generally not personally identifiable. However, some of this data, either alone or when linked with other information, may allow your identity to be discovered. We treat this combined data as personal information and we protect it accordingly.

- Cookies are small text files that are created when you view a website. They gather usage data which includes information about the sites you visited, the number of times you visit, the date, time and length of your visit, which products or services you viewed and which areas of the site you visited.
- Other information automatically collected may include your IP address, browser type and version, preferred language, geographic location, wireless or Bluetooth technology on your device, operating system and computer platform.

#### **How we protect your data**

We will take every reasonable precaution to protect your personal information (including information about your activities) from theft, unauthorised access and disruption of services. Our security controls are designed to maintain an appropriate level of data confidentiality, integrity, and availability. We regularly test our website and other assets for security vulnerabilities.

#### **Receiving marketing from us**

We like to keep our customers informed of the latest products and services offered by us and our service providers. If you do not want to receive marketing from us, you can change your preference by contacting us on the details on your policy document or on the details below.

#### **Accessing, changing or removing your personal information**

You may ask us to access, change or remove your personal information from our records.

#### **Contact us**

If you have any questions, or you want to update your personal information or preferences, please contact us using the details below:

Postal address: PO Box 521  
Cramerview  
2060

Physical address: Unit 10 ARMA Park  
27 Bond Street  
Ferndale  
2194

Email [info@soloresources.co.za](mailto:info@soloresources.co.za)