



**FAIR CAPE INVESTMENT HOLDINGS (PTY) LTD**  
*(Hereinafter referred to as Fair Cape Group)*

**POPI ACT PRIVACY STATEMENT**

Respecting and protecting your Personal Information is very important to us. It is also a Constitutional right, legal, and good business practice requirement, which we take very seriously.

The processing of personal data must be transparent and secure, in conformity with the Protection of Personal Information Act (POPI), the European Union General Data Protection Regulation (GDPR), and the privacy legislation of the countries in which Fair Cape Group operates. This Privacy Statement contains the information required by POPI and other relevant privacy legislation.

We are committed to protecting your personal information and undertake to comply with the various data and privacy laws that require us to do so. You agree to submit certain personal information to us to continuously optimise our products and services to you.

**1. THIS NOTICE IS ABOUT:**

Assisting you in understanding whom you are sharing your information with, what kind of information we collect, and how we use the information.

In your day-to-day dealings with Fair Cape Group, we obtain information about you. We want you to know exactly what that information is and what we do with it. This Privacy Statement describes how we collect, use, process, and disclose your personal information, in conjunction with your access to and use of Fair Cape Group's web and app platforms.

**The Protection of Personal Information Act protects you.**

The Protection of Personal Information Act (POPI) is aimed at protecting your personal information and prescribes what we must and must not do with it. POPI has created an Information Regulator that checks that companies like Fair Cape Group, responsibly manage personal information that respects your privacy.

**This privacy notice is part of our agreement with you.**

This Privacy Statement should be read along with the terms and conditions that apply and form part of our agreement with you.

**This notice may change from time to time.**

Occasionally we may have to amend this notice to accommodate changes in our business or services or if legal requirements change. It is your responsibility to check that you have read the latest version.

Fair Cape Group consists of a host of companies. We may collect information about you when you use our products or services, apply for a job with one of our companies, supply services to us, or as a result of your relationship with our clients or third parties.

**2. WITH WHOM YOU ARE SHARING YOUR INFORMATION:**

**Fair Cape Investment Holdings (Pty) Ltd is a group of companies.**

The following companies form part of Fair Cape Investment Holdings (Pty) Ltd: Fair Cape Holdings (Pty) Ltd, Fair Cape Dairies (Pty) Ltd, Fair Cape Renewable Energy (Pty) Ltd, Kuiperskraal PV SPV (Pty) Ltd, Fruitique (Pty) Ltd, Fair Cape Buildings (Pty) Ltd, PE Loubser Boerdery (Pty) Ltd, and Mosselbank Plase (Pty) Ltd.

For this document, we will refer to Fair Cape Group. Our principal place of business is at 26 - 28 Scheckter Road, Killarney Gardens, Milnerton 7441. However, we recommend that you contact our Information Officer at [privacy.popi@faircape.com](mailto:privacy.popi@faircape.com).

**3. WHEN THIS PRIVACY STATEMENT APPLIES:**

- When you purchase or distribute any of our products;
- When you are a consumer and use our customer services call centre;
- When you apply to us for a job vacancy;
- When you supply goods or services to us where this involves any personal or company information;
- As a result of your relationship with our clients; and/or
- To any information collected from or shared with third parties.

This Privacy Statement also applies to our websites, apps, and online services as well as any publications or newsletters that you may request.

#### 4. WHAT INFORMATION WE COLLECT:

Personal information is any information that can be used to identify you or that we can link to you. Where you use our services, we will collect personal information directly from you.

We may also collect personal information from third parties such as your employing organisation, regulatory authorities, recruitment agencies, credit reporting agencies, information or service providers, publicly available records, and the third parties described in this Privacy Statement.

##### **Information that you voluntarily provide to us.**

We collect information that you voluntarily provide to us including when you communicate with us via forms, email, or other channels; when you sign up for newsletters, alerts, or other materials; and when you respond to our communications or requests for information.

The information you provide may include current and historical personal information including your name, contact details, title, identification, employment, positions held and enquiry/complaint details, and information about the organisation with which you are affiliated. We may also collect personal information about your other dealings with us and our clients, including any contact we have with you in person, by telephone, email, or online.

##### **Information from other sources**

We may collect information from other sources, such as social media platforms that share information about how you interact with our social media content, and any information gathered through these channels will be governed by the privacy settings, policies, and/or procedures of the applicable social media platform, which we strongly encourage you to review. We will handle any unsolicited information following the law, including destroying or de-identifying such information where we are required to do so.

##### **When you use our online services, we may collect the following:**

###### **Competition Campaign**

Information you provide by completing forms (this includes information you give us, submitting material, requesting services, entering competitions, registering to become a supplier, or subscribing to our newsletters or other services such as promotions).

- Your name and address.
- Your delivery address (if different to above).
- Your contact telephone number in case we need to call you.
- Information you provide by your participation in competitions or live chats.
- Information you provide to us if you contact us, for example, to report a problem with our online services or raise a query or comment.
- Where our online services require that you enter a password or other information to access certain features, we will collect such credentials when you enter them.

###### **Accounts and account payments**

We must collect some of your information for various services we provide to you. These include but are not limited to when you open an account.

###### **If you apply for a job with us**

We may request personal information about your education, employment, racial background, and state of health. As part of your application, you will be asked to provide your express consent to our use of this information to assess your application and to allow us to carry out both recruitment analytics and any monitoring activities which may be required of us under applicable law as an employer.

We may also carry out screening checks (including reference, background, directorship, financial, identity, eligibility to work, vocational suitability, and criminal record checks) and consider you for other positions. We may exchange your personal information with academic institutions, recruiters, screening check providers, health service providers, professional and trade associations, law enforcement agencies, recruitment analytics providers, and your current and previous employers.

We may also gather additional information about you from publicly available resources such as LinkedIn or other social or professional media platforms and collate this with the information that you provide to us. Without your personal information, we may not be able to progress in considering you for positions with us.

###### **We collect information while you use some of our web applications or websites.**

Every time you connect to our websites, we store web server logs that show your IP address (the unique number which your machine uses when it is connected to the Internet), what you looked at, whether the page request was successful or not, and which browser you used to view the pages. The use of this data is strictly for statistical and personalisation purposes only. This helps us understand which areas of the site are of particular interest and which pages are not being requested. It also tells us how many hits and page requests we get.

###### **We use cookies to optimise your website experience, but you may opt out.**

A cookie is a small piece of information stored by your browser on your device. It may contain some personal details in an encrypted format, which can be recalled when you return to the website. These speeds up our identification, ordering, and delivery processes.

We use cookies to identify the device you use to connect to our website. We use anonymous cookies to collect data about how you use our website so that we can improve and optimise your website experience. You can opt-out of cookies by activating the setting on your web browser which allows your web browser to refuse cookies. However, if you select this setting, you may be unable to access certain parts of our website, and this

may have a detrimental effect on your experience and the web-based services that we can offer you. You may delete the cookies stored on your computer at any time.

**Our facilities may be monitored by CCTV cameras.**

Our facilities may be monitored by CCTV cameras for public safety and crime prevention. The footage is stored in a secure location and every precaution is taken to keep it secure.

**We don't collect the information of persons under 18.**

We do not collect the information of persons under 18 without the consent of their parents or guardians unless otherwise stated in our product Terms and Conditions. If you are under the age of 18 you must not provide personal information to us without the consent of your parent or guardian and we reserve the right to ask for proof of guardian or parent's consent.

**5. WHY WE NEED YOUR PERSONAL INFORMATION:**

We use your personal information to provide our products and services to you.

This includes:

- Processing your bank account details;
- Processing your orders and transactions for goods;
- Responding to your queries and comments;
- When we have a legal duty to use or disclose your information.

**Your personal information is used if you apply for credit.**

We use your personal information to process your credit application, this includes checking your identity, credit status, contact details, and financial track record. We also need personal information to send statements and other legal documents and collect the payments you may owe us.

**6. SHARING YOUR INFORMATION:**

Your privacy is important to us, and we undertake not to use or share your personal information other than for business purposes. We will not provide any of your information to entities outside our group to permit them to market their goods or services to you.

You agree that we may make your information available to the following people and organisations to process your data as set out in this Privacy Statement:

- Your data may be used by other divisions and entities of Fair Cape Group.
- We use suppliers or service providers whom we trust to provide products and services to us and sometimes that involves sharing your information with them. They operate under strict requirements aimed at keeping your personal information secure and confidential and they will only use it for the purpose for which we have sent it to them. We will engage external service providers with appropriate Non-Disclaimer and/or Data Sharing Agreements to protect your data.
- To governmental, judicial, regulatory, and law enforcement bodies and agencies, including any credit regulator.

**7. YOUR RIGHTS AND PREFERENCES:**

**You have the right to know what personal information we have about you, correct it, and opt-out of any marketing.**

You have the right to:

- Ask what personal information we hold about you;
- Ask what information was sent to our suppliers, service providers, or any other third party;
- Ask us to update, correct, or delete any out-of-date or incorrect personal information we hold about you;
- Unsubscribe from any direct marketing communications we may send you;
- Object to the processing of your personal information.

Responding to requests has a maximum of 21-day turnaround time. If you request the deletion of all your personal information, you may have to terminate all agreements with us. We cannot maintain our relationship with you without having some of your personal information. We may refuse to delete your information if we are required by law to keep it or if we need it to protect our rights.

Please contact our Information Officer shown at the end of this Privacy Statement if you want to submit any request to us.

**Some of your information is available online.**

Suppliers can view and correct some of your information online on the Fair Cape B2B Portal. Other information can be corrected on request via email to [privacy.popi@faircape.com](mailto:privacy.popi@faircape.com)

**8. SECURITY:**

**We take your privacy and the security of your personal information very seriously.**

We have implemented reasonable security safeguards to protect the personal information that you give us.

You can play a role in protecting your information by never sharing your username, PIN, or password with anyone or submitting it to a website you don't recognise. Always log off after a web session and change your password regularly.

We regularly monitor our systems for possible vulnerabilities and attacks. No system is perfect so we cannot guarantee that information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical or managerial safeguards.

Please note that any email you send to us is not encrypted and may be monitored by us. Please do not send us sensitive or confidential personal information by email.

**We will inform you if your privacy is ever compromised.**

Although we cannot prevent all security threats, we have measures in place to minimise the threat to your privacy. Should there be a data breach where your personal information is directly affected, we will follow the guidelines provided by data privacy legislation to inform you.

**Contact:**

For more information about our privacy practices, if you have any questions, or if you would like to complain, please contact our Information Officer, in writing, via e-mail at [privacy.popi@faircape.com](mailto:privacy.popi@faircape.com).

If you are not satisfied with our response to your complaint, you have the right to lodge your complaint with:

**THE INFORMATION REGULATOR (SOUTH AFRICA) SITUATE AT: JD HOUSE, 27 STIEMENS STREET, BRAAMFONTEIN, JOHANNESBURG, 2001.**

**COMPLAINTS:** [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

**GENERAL QUERIES:** [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)