

PRIVACY POLICY

Effective date: 01 March 2022

M&ESURE is committed to protecting the privacy of personal information of our data subjects. The information you share with us as a data subject allows us to provide research and evaluation services to our clients, and to provide our clients with the best experience with our products and services.

It is important that you take all necessary and appropriate steps to protect your data yourself (for example, by ensuring that all passwords and access codes are kept secure).

M&ESURE has dedicated policies and procedures in place to protect all personal information collected and processed by us. Please read below for more information on how we collect, process, use and disclose personal information.

Registered address: 13 Rutherford Way, Meadowridge, Cape Town, South Africa, 7806

Information officer contact details: Liezel de Waal, liezel@mesuresa.co.za

Collection of data

Personal data may either be collected directly from you, as a data subject, or it may be collected from other sources, such as from your employing company (who would in such a case be our client), volunteered by other individuals during interviews and/or other data collection strategies (which at all times would remain strictly confidential) or through the use of cookies on our website.

Where information is not collected directly from you as a data subject, we will take reasonable steps to inform you of the fact that the information was collected and will be processed.

You must not send us personal information about someone else without first getting their consent for it to be used and disclosed in the ways set out in these terms and conditions. This is because we will assume that they have consented, although we may still ask for confirmation from them. Where you do give us information about someone else, or someone else discloses a connection with you, that information may be taken into account with your other personal information.

M&ESURE Clients - In order for us to provide you with the best service, we need to collect and process personal information from you as our client. This information will consist of your name and contact information, and any other personal information

that may be required in order for us to execute our obligations to you in terms of our mandate.

M&ESURE Research Subjects – In the execution of our research and evaluation services we may approach you to participate in an interview, focus group or survey. In the process we may need to process your personal information. We will only do so if this is necessary for our research and evaluation, and only with your consent. We will keep your personal information confidential and secure and will always endeavour as far as possible to de-identify your personal information in our records. We will not share your personal information with anyone else unless we have obtained your consent to do so.

M&ESURE personnel - M&ESURE must process personal information of their personnel for various legal and employment purposes. The information that will be processed would include your name, ID, address, contact information, education history, employment history, etc. This information may be shared with third party operators, such as payroll services. We will always obtain your consent to share your information and will ensure that such third-party operators are contractually bound to keep your personal information confidential and secure.

Prospective M&ESURE employees/consultants - In applying for a position at M&ESURE you may provide us with personal information as part of the application process. We may also obtain personal information while performing the required background check, reference check and credit check if relevant. The personal information that may be obtained during this process would be your name, address, contact information, education history, employment history, etc.

Individuals screened for COVID 19 - The personal information collected is necessary to comply with the COVID 19 screening as required by the Disaster management Act and supplementary regulations and directives. This information will be kept confidential unless disclosure is required by law. E.g. should a positive case be identified. This information will be stored for a period of 30 days and thereafter be destroyed. If you do not provide the information as required, we can limit or refuse you access to the premises.

M&ESURE will keep your personal information confidential at all times, however, you agree and consent that we may, only if necessary, communicate with you electronically in relation with the service we are providing; verify the information provided herein and to contact other third party for purposes of the same; and disclose personal information to regulatory or government agencies in accordance with the relevant legislation or directive.

Consent

Where the legal basis for us processing your personal information is consent as above, it will be obtained from you in writing. This consent may be withdrawn at any time, however this withdrawal of consent will not make the processing we undertook before your withdrawal unlawful. You will not suffer any detriment for withdrawing your consent.

You may withdraw your consent by contacting our information officer, whose details are provided at the beginning of the privacy policy.

Where the legal basis for processing is for the proper performance of the contract, and you fail to provide us with the information or request us to stop processing this information, it may create limitations on our performance of the contract or agreement.

Sharing information

In processing your personal information, we may share it with third party processors under an operator's agreement. These include but are not limited to payment processors (if you are on our payroll); email management (if we need to communicate with you by means of email); data storage providers and server hosts.

As an operator, these service providers will not be able to process or use your data for any reason other than to provide the service as required by us. They also need to implement proper safeguards to ensure the personal information is confidential and secured at all times.

Information transfers

We may transfer to, and store personal information we collect about you, in countries other than South Africa. These countries may not have the same data protection laws as South Africa, and in this instance, we will only transfer the information if we have consent from you, or it is necessary for the performance or conclusion of a contract between us.

Retention

M&ESURE is required to comply with various different legislative retention periods, which leads to different retention requirements. As such we have opted for the longest retention period required from us for legal purposes and apply this to all our data. Your personal information will be kept for a period of 7 years in order for us to comply with all legal requirements.

Your legal rights

You have the following rights under the Protection of Personal Information Act:

- a) Request access to your personal information
- b) Request a correction or deletion of personal information
- c) Object to the processing of personal information
- d) Lodge a complaint to the Information Regulator

If you want to exercise any of the rights described above, or are dissatisfied with the way we have used your personal information, please contact the information officer.

Changes to this policy

This policy may change from time to time. The latest effective date will be highlighted at the start of the privacy policy.