

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.

In line with the 8 Conditions in the Protection of Personal Information Act, Act 4 of 3013 (the Act), we:-

- Accept joint responsibility and accountability with you to responsibly manage and protect your Personal Information when providing our services and solutions to you;
- Undertake to receive, only from you or through an operator with your prior consent, to use and to process only the Personal Information that is necessary for the purpose of assisting you, providing you with your required solutions or to conclude necessarily related agreements and shall, as required by the Act, consider the legitimate legal interests of everyone concerned and respect your right to withdraw your consent for the processing of your Personal Information at any stage;
- Undertake not to share or further process your Personal Information if not required for further assistance with your required solutions, legitimate compliance or business purposes or by the law;
- Undertake to be open and transparent and to notify you as and when may be required by law regarding why and how your Personal Information needs to be collected;
- Undertake to safeguard and protect any of your Personal Information which may be in our possession;
- Undertake to freely confirm what Personal Information we have, to update and correct such Personal Information and to keep it for no longer than legally required.

We or the companies who provide or assist with the solutions you require may need to collect, use, and if necessary keep your Personal Information as prescribed by relevant laws and regulations and for reasons such as:

- To share with and provide relevant products or services to you, to carry out the transaction you requested, and/or to maintain our relationship;
- To respond to your queries;
- To confirm and/or verify your identity or to verify that you are an authorised user for security purposes;
- For insurance underwriting purposes;
- To assess and process claims;
- To conduct credit reference searches or verification, only if you authorise this or if it's a requirement to provide your solutions to you or for security or compliance purposes;
- For operational purposes required to assist you with the solutions you require;
- For audit and record-keeping purposes;
- In connection with possible requirements by the Information Regulator or other Government agencies allowed by law, legal proceedings, or court rulings.

We may need to share your Personal Information and/or utilise software or online platforms to enter and process your information for an application, claims and/or business management purposes. This will only be done in strict adherence to the requirements of the Act.

We and any subsidiary or operator company used in the provision of our services may use “cookies”, which enable an improved user experience on our website. Cookies are only used with a relevant Cookie Policy, which is available upon request.

DOCUMENT MANAGEMENT

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For any additional information, queries, concerns, Personal Information Requests and/or Objections kindly contact us by email on informationofficer@lightfibre.co.za or infoofficer@lightfibre.co.za or by telephone on 011 948 7971. Further information can be found on our website www.lightfibre.co.za.

Queries may, also be directed to the Information Regulator, who can be reached by website on <https://www.justice.gov.za/inforeg/>, by email on inforeg@justice.gov.za or by telephone on 012 406 4818

Chapter 1 of the Act defines “**Personal Information**” as:

“information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to—

(a) 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;

(b) information relating to the education or the medical, financial, criminal or employment history of the person;

(c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;

(d) the biometric information of the person;

(e) the personal opinions, views or preferences of the person;

(f) 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;

(g) the views or opinions of another individual about the person; and

(h) 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”.

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