

Privacy Policy and Consent Notice

Cathexis is committed to respecting your privacy and protecting your personal information. Personal privacy is a constitutional right (Section 14 of the Constitution of the Republic of South Africa, 1996), which we take seriously. The Protection of Personal Information Act (POPI), adopted by South Africa on 26 November 2013, with various amendments since then, requires institutions to be responsible and accountable when collecting, processing, storing, destroying and sharing personal data. Data subjects have rights to be protected against the unlawful processing of personal information. This **Privacy Policy and Consent Notice (“Notice”)** relates to the processing of client information in terms of the POPI Act. In this Notice, unless otherwise indicated, “company”, “service provider”, “Cathexis”, “us”, “we” or “our” means Cathexis and includes its affiliated, holding, and subsidiary companies. “You” and “your” refer to the data subject – your company, including its affiliated, holding and subsidiary companies, and the identifiable, living, persons who claim to represent it. “Parties” means the parties as described here.

WHAT IS PERSONAL INFORMATION?

“Personal information” is [defined](#) by POPI (the Act) as information relating to an identifiable, living, natural person, and where applicable, an identifiable, existing juristic person. It includes but is not limited to information relating to the person’s 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; information relating to a person’s education, medical, financial, criminal or employment history; biometric information; private correspondence and identifying information.

For the purposes of this Notice, “confidential information” includes, but is not limited to: information relating to know-how, trade secrets, formulae, processes, systems, business and marketing methods, promotional and long-term plans, financial models and operational information, inventions, internal control systems and any other information of the client and the company in whatever form it may be; and any arrangements between the client and the company and others with whom they have business arrangements, all of which the client and the company regards as confidential.

SECTION 18

Section 18 of the Act [states](#) that “if personal information is collected, the responsible party must take reasonably practicable steps to ensure that the data subject is aware of”:

- a) The **information being collected** and where the information is not collected from the data subject, the **source** from which it is collected;
- b) The **name and address** of the responsible party;
- c) The **purpose** for which the information is being collected;
- d) Whether or not the supply of the information by the data subject is **voluntary or mandatory**;
- e) The **consequences** of failure to provide the information;
- f) Any particular law authorising or requiring the collection of the information;
- g) Where applicable, the responsible party intends to **transfer the information** to a third country or international organisation and the level of protection afforded to the information by that third party;
- h) Any **further information**.

There are some [exceptions](#) to the steps listed above, such as when “non-compliance is necessary to avoid prejudice to the maintenance of the law by any public body”, or for the “conduct of proceedings in any court or tribunal that have been commenced or are reasonably contemplated”.

Cathexis would like to get your informed consent when collecting personal information from you. In line with Section 18, Cathexis provides the following information according to the abovementioned categories.

a) the information being collected and its source

We will process personal information from both customers and/or external stakeholders, such as:

- General personal information: name, physical and/or postal address, email address, telephone number;
- Business system account names and user identification;
- Signed contracts and agreements;
- Bank account details, credit history, invoices, and other financial information;
- Identification and/or reference numbers and documentation;
- Administrative documents, such as B-BBEE certificates and tax compliance statuses.

Additionally, for third-party distributors/stakeholders:

- Industry certifications such as from the Private Security Industry Regulatory Authority.

Source: Personal information may be given or collected by Cathexis from you, your representative or one of our partners. If we receive your personal information from a different source, we will take reasonable steps to inform you of this. We will receive the information in writing (in hardcopy on paper or via email), verbally (telephone or in person), or online when you access our website or social media.

b) the name and address of the responsible party

Depending on the Cathexis company that provides services to you, or with which you have a contract, the details of the party responsible for processing your personal information are as follows:

Company name	Registration number	Address
Cathexis Technologies (Pty) Ltd	1999 / 005560 / 07	259 Montpelier Road, Morningside, Durban, 4001, South Africa
Cathexis Africa (Pty) Ltd	2007 / 008970 / 07	259 Montpelier Road, Morningside, Durban, 4001, South Africa
Cathexis Properties (Pty) Ltd	2008 / 027467 / 07	259 Montpelier Road, Morningside, Durban, 4001, South Africa
Cathexis Dynamics (Pty) Ltd	2012 / 075845 / 07	259 Montpelier Road, Morningside, Durban, 4001, South Africa
Cathexis International (Pty) Ltd	2012 / 113520 / 07	259 Montpelier Road, Morningside, Durban, 4001, South Africa

For queries about this Privacy Notice, contact the Cathexis Information Officers: infoofficers@cat.co.za

Website: <https://cathexisvideo.com/>

Tel: +27 (0) 31 240 0800

c) the purpose for which the information is collected

According to the [Act](#), “**processing**” means “any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including” the 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; or merging, linking, as well as restriction, degradation, erasure or destruction of information.

We, or the companies who provide or assist with the solutions you require, need to collect, use, and keep your personal information as prescribed by relevant laws and regulations and for **reasons** such as:

- To provide relevant products or services to you, to carry out the transaction you requested, ensure the quality of our service and to maintain our relationship;
- To only use your personal information for the purpose required to assist you, provide solutions, or carry out any agreement or contract we have with you;
- To inform you about changes to our services;
- For us to contact you while providing services to you and respond to your queries;
- To invoice you for services provided or products sold;
- To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- For audit and record-keeping purposes, insurance underwriting purposes, and to assess and process claims;
- To conduct credit reference searches or verification, only if you authorise this or if it is a requirement to provide your solutions to you;
- For operational purposes required to assist you with the solutions you require;
- To keep you updated on product offerings;
- In connection with possible requirements by the Information Regulator or other government agencies allowed by law, legal proceedings and obligations, 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, or business management purposes. We will collect information from third-party stakeholders for submitting business proposals, in cases where your products or services are needed for us to provide services. This will only be done in adherence to the requirements of the Act. On our **website**, we may use “cookies” which enable us to provide you with a more user-friendly experience. Our Cookie Policy can be found on the website. Sending your information to us via email or other communication platform is done at your own risk.

Under the Consumer Protection Act, you are entitled to let us know that you do not wish to receive direct marketing communication from us, or to register a pre-emptive block of direct marketing communication.

d) whether or not the supply of the information is voluntary or mandatory

Unless otherwise stated, it is mandatory to supply personal information to allow Cathexis to provide services to you or carry out contractual agreements between us.

e) the consequences of failure to provide the information

Failure to provide personal and other information, withdrawing consent or requesting the deletion of information may result in Cathexis being unable to render services on your behalf or carry out any agreement between you and Cathexis.

g) if the responsible party intends to transfer the information to a third country or international organisation and the level of protection afforded to the information by that third party

We may share personal information about you with other companies in the global Cathexis group, in accordance with the stipulations of the Act and this Notice.

h) further information

Recipients or category of recipients: our partners, credit bureaus, auditors, attorneys (for litigation and/or debt collecting purposes), South African Police Services or other legal/regulatory authorities, or other recipients if sharing the information is necessary to contact or bring a charge against a party who is in breach of an agreement with us, or might be causing harm to our property or rights, or that of other parties.

Right of access and rectification: you have the [right](#) to request access and to request “the correction, destruction or deletion” of your personal information. Personal information may [continue to be processed](#) if processing: is necessary to carry out actions for the conclusion or performance of a contract to which you are party; complies with an obligation imposed by law on the responsible party; protects your legitimate interest; is necessary for the proper performance of a public law duty by a public body; or is necessary for pursuing our legitimate interests, or of a third party to whom the information is supplied.

You are responsible for ensuring that the personal and other information you give us is true and correct. You must notify Cathexis of changes to your information (contact: infoofficers@cat.co.za).

Right to object to the processing of personal information: you have the [right](#) to object, at any time, to the processing of your personal information “in terms of Section 11, 1 (d) to (f) [...] on reasonable grounds relating to [your] particular situation, unless legislation provides for such processing”; or for purposes of direct marketing “other than direct marketing by means of unsolicited electronic communications as referred to in section 69”.

Right to lodge a complaint to the Information Regulator: To find out any additional information on the POPI Act, or raise concerns, the Information Regulator can be contacted: infoereg@justice.gov.za. Website: <https://www.justice.gov.za/infoereg/>. Tel: +2712 406 4818. Complaints can be lodged with the Information Regulator using the following email address: complaints.IR@justice.gov.za

OUR RESPONSIBILITIES

In line with the 8 Conditions in 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, and process the personal information that is necessary for the purpose to assist you with your required solutions, conclude the necessarily related agreements and consider the legitimate legal interests of everyone concerned, as required by the Act and to respect your right to withdraw your consent for the processing of your personal information;
- Undertake not to share or further process your personal information with anyone if not required for assisting you with your solutions or by the law;
- Undertake to be open and transparent and notify you as and when required by law regarding why and how your personal information needs to be collected;
- Undertake to safeguard and protect your personal information in our possession;

- Undertake to freely confirm what personal information we have, to update and correct the personal information, and to keep it for no longer than legally required.

In accordance with [Section 22](#), “where there are reasonable grounds to believe” that your personal information “has been accessed or acquired by any unauthorised person”, we will **notify you and the Information Regulator**. We may only delay notifying you if “a public body responsible for the prevention, detection or investigation of offences or the Regulator determines that notification will impede an investigation by the public body concerned”. In cases when we do notify you, we will provide you with a description of the measures we will take or have taken to address the security breach, and recommend measures you can take to “mitigate the possible adverse effects” of the data breach.

How the personal information is stored: the information will be stored in hardcopy and/or softcopy (in the cloud, on third-party Customer Relationship Management platforms, systems and data centres, electronic devices or internal servers).

CONSENT AND AGREEMENT

All parties agree to comply with POPI regulations and the terms and conditions as set out in this Notice. As a service provider and responsible party, Cathexis will take all reasonable precautions to ensure that any information provided is only used for the purposes it has been provided, in accordance with the POPI Act and as set out in this Notice.

By providing personal information to us, irrespective of how such information is submitted, you confirm that you are voluntarily supplying personal information and explicitly consent to Cathexis collecting, processing, disclosing and storing your personal information for the purposes as outlined in this Notice and in accordance with the POPI Act.

If you have read, understood and agree to the terms and conditions of this Notice, there is no need to respond.

Should you no longer/not agree with the terms and conditions set out in this Notice and no longer/do not consent to the processing of personal information, please notify us immediately (infoofficers@cat.co.za) and do not continue to provide us with your personal information.