

## **Tower Investments (Pty) Ltd – Website Privacy and Cookies Policy**

Reference is made to “Protection of Personal Information Act, 2013” (POPI):

[https://www.gov.za/sites/default/files/gcis\\_document/201409/3706726-11act4of2013protectionofpersonalinforcorrect.pdf](https://www.gov.za/sites/default/files/gcis_document/201409/3706726-11act4of2013protectionofpersonalinforcorrect.pdf)

### Introduction

Tower Investments (Pty) Ltd and its subsidiaries, Tower Uxhaso (Pty) Ltd and Tower Fleet Management (Pty) Ltd (collectively, “Tower,” “we” or “us”), respects the privacy of its customers, prospects, business partners, event attendees, employees, job applicants, and website and mobile application users (collectively, “you”), and we are committed to protecting their respective personal data. In light of this, we have put together this Privacy Notice to give you a better understanding of what personal data we collect about you, and how Tower reserves the right as POPI compliant (Privacy Notice).

### For purposes of this Privacy Notice

The term “personal data” means any information which relates to an identified or identifiable, living individual that directly or indirectly references one or more factors specific to their physical, physiological, mental, economic, cultural, or social identity. Personal data excludes anonymous data.

Please take the time to read this Privacy Notice and the related statements in their entirety to ensure you are fully informed. If you have any questions or concerns about our processing of your personal data, please contact us by using the contact details under the “Contact Us” tab on the Homepage of the Website.

### How we obtain your personal data

As further described below, we collect several types of personal data from and about you that broadly falls into the following three (3) categories:

#### *1. Personal data you voluntarily provide to us:*

- When filling out forms on our Website (including, but not limited to, name and surname, business mailing address, email address, and business telephone number).
- When you contact us.
- When you complete one of our surveys.
- When you conduct a Visit.

If we ask you to provide any other personal data not described above, then the personal data we will ask you to provide, and the reasons why we ask you to provide it, will be made clear to you at the point we collect it. If we ask you to provide personal data that we consider to be mandatory for us to administer your relationship with us, we will inform you of such at the time of collection. In addition, we will also inform you of the consequences for not providing us with the mandatory personal data.

## *2. Personal data from third parties:*

From time to time, we may collect and use personal data we receive about you from third parties in connection with your use of the Website or participation under one of the points in category one above. For instance, we may receive personal data about you from the information you input under the “Contact Us” tab on the Homepage of the Website. We also use third parties for reporting and analytics to measure the effectiveness of our Website and marketing efforts, and to identify areas for improvement.

We may combine personal data we collect from third parties with personal data you provide us to update, expand, or provide you with tailored information regarding our products and services.

## *3. Data we collect as you navigate through the Website:*

True to most websites, we gather certain data automatically. This data may include Internet Protocol (“IP”) addresses, browser type, the files viewed on our site (e.g., HTML pages, graphics), operating system, date/time stamp, and/or clickstream data to analyse trends in the aggregate and administer the site.

Tower and its third parties use cookies or similar technologies to analyse trends, administer the Website and track users’ movements around the website.

### How We Use Your Personal Data

We may use personal data that we collect about you for the following purposes:

- To operate, maintain, and improve our Website.
- To provide you access to our corporate offices.
- To provide you with information, products, or services that you request from us.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and Tower.
- To notify you about changes to our Website or obtain any required consent.
- To allow you to participate in interactive features of our Website (e.g., surveys.)
- For industry analysis, benchmarking, analytics, marketing, and other business purposes.
- To contact you for marketing purposes, in accordance with your marketing preferences (e.g., we may use your personal data to contact you to further discuss your interests in our products and services.)
- To comply with applicable laws, judicial requests from courts of competent jurisdiction, or exercising or defending legal rights.
- For other lawful or legitimate purposes, which may be reasonably required for day-to-day operations.

If we need to process your personal data for a purpose not discussed in this Privacy Notice, we will provide notice to you and, if required by law, seek your consent. We may process your personal data without your knowledge or consent only where required by applicable law. Lastly, Tower does not subject you to automated decision-making.

### How We Share Your Personal Data

Tower takes care to allow your personal data to be accessed only by those who need to know to perform their tasks and duties, and to third parties who have a legitimate purpose for processing or

accessing it. We may share your personal data as described in this Privacy Notice to the following categories of recipients:

- To our subsidiaries, affiliates, contractors, service providers, and other third parties, which will process the personal data on the basis of its legitimate purpose in overseeing the administration, research, and business operations of Tower.
- To a third party under the following circumstances where we, in good faith:
  - (i) believe we are compelled by applicable law or regulation, judicial request from a court of competent jurisdiction, or another legal process or government authority;
  - (ii) seek to respond to an emergency which requires us to disclose data to prevent harm; or
  - (iii) rely on your consent.

#### Legal Grounds for Processing Personal Data

If you are a resident of South Africa, the European Economic Area (EEA), the UK, Switzerland, or the U.S., then you agree that our common legal grounds for collecting and using the personal data described above will depend on the personal data concerned and the context in which we collect it. However, we will normally collect and/or process your personal data pursuant to one or more of the following legal grounds:

- The processing is in our legitimate interests which do not override your data protection interests or privacy rights.
- The processing is necessary to perform a contract with you.
- The processing is necessary to comply with our legal obligations.
- We may also seek your consent to process or retain your personal data in certain circumstances that we clearly identify to you.

If we ask you to provide personal data to comply with a legal requirement or to perform a contract with you, we will make this clear at the relevant time and let you know whether the provision of your personal data is mandatory or not (as well as the possible consequences if you do not provide it). Similarly, if we collect and use your personal data in reliance on our legitimate interests (or those of a third party) that are not listed above, we will make clear to you at the relevant time what those legitimate interests are. If you have questions or need further information concerning the legal grounds on which we collect and use your personal data, please contact us using the contact details provided on the Website under the “Contact Us” tab on the Homepage.

Tower is responsible for the processing of personal data it receives, under the POPI and the Framework guided by the South African Information Regulator (IR), and subsequent transfers to a third party acting as an agent on its behalf.

In compliance with POPIA and IR, Tower commits to resolve complaints about our collection and use of your personal data. All individuals with inquiries or complaints regarding our privacy practices should first contact Tower as provided in the “Contact Us” tab under the Homepage of the Website.

#### Security

Tower maintains appropriate technical and organisational measures, including, but not limited to, reasonably designed administrative and technical safeguards to protect the personal data obtained as discussed in this Privacy Notice from accidental or unlawful destruction, loss, alteration, unauthorised

disclosure and access. Tower personnel and service providers with access to personal data collected as discussed in this Privacy Notice are required to keep such personal data confidential and secure.

### Data Retention

We will retain your personal data if we have a business need to do so or for as long as is needed to fulfil the purposes outlined in this Privacy Notice, unless a longer retention period is required by law. When we have no ongoing legitimate business need to process your personal data, we will either delete or anonymise it or, if this is not possible (e.g., because your personal data has been stored in backup archives), then we will securely store your personal data and isolate it from any further processing until deletion is possible. Therefore, we reserve the right to use such anonymous data for any legitimate business purpose without further notice to you or your consent.

### Your Privacy Rights

The South African jurisdiction, among similar POPIA compliant countries, may provide you with privacy rights under applicable data protection or privacy law regarding your personal data. In particular, you may have the right to:

- be informed about your personal data;
- access your personal data;
- correct any personal data that is inaccurate;
- have your personal data erased;
- restrict or suppress your personal data;
- obtain and reuse your personal data;
- object to the processing of your personal data; and

These rights may be limited (e.g., if fulfilling your request would reveal personal data about another individual, or if you ask us to delete personal data which we are required by law to keep or which we need to defend claims against us.)

If we process your personal data in reliance upon your consent, you can contact us at any time to withdraw your consent.

To exercise any of these rights, please contact us by using the contact details under the “Contact Us” tab on the Homepage of the Website.

We will respond to such requests in accordance with the requirements of applicable data protection laws. Please note that in order to fulfil your request, we may need you to provide certain personal data to verify your identity. Depending upon applicable data protection and privacy law, individuals may also designate an authorised agent to exercise these rights, such as Tower’s Information Office, Deputy Information Officer and the Information Regulator.

### Third-Party Websites and Applications

This Website may link to websites that are not owned or controlled by Tower. Therefore, this Privacy Notice does not apply to personal data collected on any third party site or by any third party application that may link to or be accessible from the Website. This Privacy Notice does not apply to personal data collected by customers, our business partners, and other third parties or third party applications or services, even if this personal data is collected using our Website.

## Our Cookies Policy

A cookie is a small piece of data sent from our website to your computer, device hard drive or Internet browser where it is saved. The cookie contains information to personalise your experience on our website and may improve your experience on the website. The cookie will also identify your device, like the computer or smart phone you are using to access our website.

By using our website you agree that cookies may be forwarded from the relevant website to your computer or device. The cookie will enable us to know that you have visited the website before and will identify you. We may also use the cookie to prevent fraud and for analytics purposes.

## Changes to this Notice

Tower reserves the right to update or change this Privacy Notice from time to time. If we make material changes to this Privacy Notice, we will post it to our Website home page prior to or at the time of the change becoming effective. We ask that you review the Privacy Notice periodically to stay informed about any updates or changes that we may have made.

View when this Privacy Notice was last updated by checking the “Effective Date” displayed at the top of this Privacy Notice.

## Contact Information

Any questions or queries regarding this Privacy Notice and our privacy practices may contact a Deputy Information and Compliance Officer via:

Web portal: <http://18.134.241.174/contact-us/>

Email: [rpillay@tsys.co.za](mailto:rpillay@tsys.co.za)

Contact No.: 031 566-1636

Address: 98 Armstrong Avenue,  
Block 2, Ground floor,  
La Lucia Ridge, 4051.