

LITHA-LETHU MANAGEMENT SOLUTIONS CC

PRIVACY NOTICE

COMPLIANT WITH POPI ACT (2013) CONDITION 6, SECTION 18.

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1. Introduction

We respect the privacy of everyone who uses our services. As a result, we would like to inform you regarding the way we would use your Personal Information. We recommend you read this Privacy Notice and Consent so that you understand our approach toward the use of your Personal Information. By submitting your Personal Information to us, you will be treated as having given your permission – where necessary and appropriate – for disclosures referred to in this policy. By using our services, you acknowledge that you have reviewed the terms of this Privacy Notice and Consent to Use of Personal Information (the “Privacy Notice and Consent”) and agree that we may collect, use and transfer your Personal Information in accordance therewith.

If you do not agree with these terms, you may choose not to provide any Personal Information, but this may impact our ability to support you as a client or supplier. This Privacy Notice and Consent forms part of our Terms and Conditions of Use and such shall be governed by and construed in accordance with the laws of South Africa. This Notice explains how we obtain, use and disclose your personal information, as is required by the Protection of Personal Information Act, 2013 (POPI Act). Litha-Lethu Management Solutions cc (hereinafter referred to as “Litha-Lethu”) is committed to protecting your privacy impact and ensuring that your Personal Information is collected and used properly, lawfully and openly.

2. Who we are

We are a cost-effective, solutions-driven network of experienced South African and international consultants, who specialise in the provision of sustainable, credible, organisational design, change management and human resources interventions.

Litha-Lethu provides a broad range of change-based services including:

- Change Consulting: Organisational design and structuring, stakeholder management, communication, and training;
- Strategic Planning: Utilising C@ps and E-C@ps tools;
- Human Capital Consulting: Organisational effectiveness, Employment Equity, Diversity Management, Disability Management, Performance Management, Human Resource Due Diligence;
- Human Capital Development: Human Resource Management, Strategy Development and Implementation, Organisational Development, Competency Profiling, Human Resource Capacity Building, Performance Management and Skills Audits;
- Assessment Services: Facilitation, administration, scoring and development of Psychometric assessments, and competency-based assessments.

3. Definition of Personal Information

According to the POPI Act “Personal Information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. The POPI Act, which has more specific examples if you need them, can be found at the following link:www.gov.za/documents/download.php?f=204368

Collection of Personal Information

We collect and process your Personal Information mainly to provide you with access to our services, to help us improve our offerings to you, to support our contractual relationship with you and for certain other purposes explained below. The type of information we collect will depend on the purpose for which it is collected and used. We will only collect information that we need for that purpose.

We collect information directly from you when you provide us with your personal details, for example: when you purchase or supply a product or service to, or from, us or when you submit enquiries to us or contact us. Where possible, we will inform you as to what information you are required to provide to us and what information is optional.

Examples of the type of information we collect from you are:

- Full Names;
- Identity and / or passport number;
- Date of birth and age;
- Contact details;
- Gender and race;
- Marital relationship status;
- Employment history;
- Educational information;
- Register details and dates;
- Physical address;
- Membership of organisations;
- Competency assessment results;
- Physical and digital responses to assessment batteries, questionnaires, surveys and interviews, user-generated content, posts, and other content that you submit to our website.

We also collect information about you from other sources as explained below.

With your consent, we may also supplement the information that you provide to us with information we receive from other companies in our industry in order to offer you a more consistent and personalised experience in your interactions with Litha-Lethu.

Cookies Policy

We use the term “cookies” to refer to cookies and other similar technologies covered by the POPI Act on privacy in electronic communications.

- **What is a cookie?**

Cookies are small data files that your browser places on your computer or device. Cookies help your browser navigate a website and the cookies themselves cannot collect any information stored on your computer or in your files. When a server uses a web browser to read cookies it can help a website deliver a more user-friendly service. To protect your privacy, your browser only gives a website access to the cookies that it has already sent to you.

- **Why do we use cookies?**

We use cookies to learn more about the way you interact with our content and help us to improve your experience when visiting our website. Cookies remember the type of browser you use and which additional browser software you have installed. They also remember your preferences, such as language and region, which remain as your default settings when you revisit the website. Cookies also allow you to rate pages and fill in comment forms. Some of the cookies we use are session cookies and only last until you close your browser, others are persistent cookies which are stored on your computer for longer.

- **How are third-party cookies used?**

For some of the functions within our website, we use third-party suppliers, for example, when you visit a page with videos embedded from, or links to, YouTube. These videos or links (and any other content from third-party suppliers), may contain third-party cookies and you may wish to consult the policies of these third-party websites for information regarding their use of cookies.

- **How do I reject and delete cookies?**

We will not use cookies to collect personally identifiable information about you. However, should you wish to do so, you can choose to reject or block the cookies set by the websites of any third-party suppliers by changing your browser settings – see the Help function within your browser for further details. Please note that most browsers automatically accept cookies so if you do not wish cookies to be used you may need to delete or block the cookies.

You can also visit www.allaboutcookies.org for details on how to delete or reject cookies and for further information on cookies generally. For information on the use of cookies in mobile phone browsers and for details on how to reject or delete such cookies, please refer to your handset manual. Note, however, that if you reject the use of cookies you will still be able to visit our websites but some of the functions may not work correctly.

4. How we use your information

We will use your Personal and Non-Personal Information only for the purposes for which it was collected or agreed with you, for example:

- To carry out our obligations pertaining to Litha-Lethu's services, its clients, third parties and organisational associations;
- To assist with business development;
- To conduct customer satisfaction research or for statistical analysis;
- To confirm and verify your identity or to verify that you are an authorised customer for security purposes;
- To contact you regarding services which may be of interest to you, provided you have given us consent to do so or you have previously requested a service from us and the communication is relevant or related to that prior request and made within any timeframes established by applicable laws;
- To notify you about changes to our services;
- To respond to your queries or comments;
- For audit and record-keeping purposes;
- In connection with legal proceedings;
- We will also use your Personal Information to comply with legal and regulatory requirements or industry codes which apply to us, or when it is otherwise allowed by law;
- Where we collect Personal Information for a specific purpose, we will not keep it for longer than is necessary to fulfil that purpose, unless we have to keep it for legitimate business or legal reasons. In order to protect information from accidental or malicious destruction, when we delete information from our services, we may not delete residual copies from our servers or remove information from our backup systems immediately.

5. Disclosure of Personal Information

We may disclose your Personal Information to our business partners who are involved in the delivery of services to you. We have agreements in place to ensure that they comply with these privacy terms.

We may share your Personal Information with, and obtain information about you from:

- Third parties for the purposes listed above;
- Other companies in our industry when we believe it will enhance the services that we can offer to you, but only where you have not objected to such sharing;
- Other third parties from whom you have chosen to receive marketing information.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect our rights.

6. Personal Information Security

We are legally obliged to provide adequate protection for the Personal Information we hold and to stop unauthorised access and use of personal information. We will, on an ongoing basis, continue to review our security controls and related processes to ensure that your Personal Information is secure.

Our security policies and procedures cover:

- Acceptable usage of personal information;
- Access to personal information;
- Computer and network security;
- Governance and regulatory issues;
- Investigating and reacting to security incidents;
- Monitoring access and usage of personal information;
- Retention and disposal of information;
- Secure communications;
- Security in contracting out activities or functions.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that Personal Information that we remain responsible for, is kept secure.

We will ensure that anyone to whom we pass your Personal Information agrees to treat your information with the same level of protection as we are obliged to.

7. Access to your Personal Information

You have the right to request a copy of the Personal Information we hold about you. To do this, simply contact us at the numbers/addresses listed on our home page and specify what information you would like. We will take all reasonable steps to confirm your identity before providing details of your personal information.

Please note that any such access request may be subject to payment of a legally allowable fee, as laid down in our POPI Act Policy.

8. Correction of your Personal Information

You have the right to ask us to update, correct or delete your personal information. We will take all reasonable steps to confirm your identity before making changes to the Personal Information we may hold about you. We would appreciate it if you would take the necessary steps to keep your Personal Information accurate and up to date by notifying us of any changes of which we need to be made aware.

9. Retention of Personal Data

Litha-Lethu will retain your data in compliance with the POPI Act and other applicable legislation.

10. Automated Decision Making

Litha-Lethu does not use Automated Decision Making in connection with your data.

11. Right to Object

In terms of the POPI Act (POPIA) section 18. (h) (iv) you have the right to object to the processing of personal information as referred to in section 11(3) of the POPIA.

12. Right to Lodge a Complaint

In terms of the POPI Act (POPIA) section 18. (h) (v) you have the right to lodge a complaint to the Information Regulator (South Africa) (IRSA). The IRSA contact details are:

<https://www.justice.gov.za/infoereg/contact.html>

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13. Changes to this Notice

Please note that we may amend this notice from time to time. Please check our website periodically to inform yourself of any changes.

14. How to Contact Us

If you have any queries about this notice or believe we have not adhered to it, or need further information about our privacy practices or wish to give or withdraw consent, exercise preferences or access or correct your personal information, please contact us at the numbers/addresses listed on our website www.litha-lethu.com in the Litha-Lethu PAIA Manual.

15. Validity

This Privacy Notice is issued on 31st August 2022.

The next revision is due 31st August 2023.