

INFORMATION PRIVACY POLICY

Purpose

The purpose of this policy is to acknowledge the importance of and assist in providing a framework for, the appropriate level of protection for the identification, collection, holding, using, disseminating, merging, collating, disclosing and protection of personal information ("process" or "processing") of staff, customers and suppliers.

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1. INTRODUCTION

This Privacy Policy has been developed to acknowledge the importance of and assist in providing a framework for, the appropriate level of protection for the identification, collection, holding, using, disseminating, merging, collating, disclosing and protection of the personal information ("process" or "processing") of staff, customers and suppliers ("data subjects"). The policy represents the CTICC's commitment to compliance with its obligations under the Protection of Personal Information Act 4 of 2013 ("POPI Act").

This policy details the lawful approach the CTICC takes in the collection of information and in regard to the management, use and processing of all information collected from data subjects and other legitimate sources and all subsequent dealings with duly appointed representatives and other entities listed in this policy.

In the course of the CTICC's business operations it only processes personal information in relation to data subjects in terms of the services requested by them, which will be detailed in the agreements between the parties.

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2. THE TYPES OF PERSONAL INFORMATION COLLECTED AND PROCESSED

The CTICC gathers information about data subjects primarily from them directly, via the internet and social media and in some instances from other organisations, agents, service providers, advisers, government departments or agencies.

The information requested from data subjects are mainly related to the basic information required to conclude a formal contract, where the information requested includes the following:

- Full name and surname of legal entity;
- Identification number or Company registration number;
- Address of company or individual;
- Contact numbers;
- Email and website addresses;
- VAT number;
- Income tax reference number;
- Banking details;
 - Staff – to pay salaries;
 - Customers – to pay refunds due; and
 - Suppliers – settlement for services and/or goods delivered;
- Authorised representative information where required.

The CTICC processes personal information for the following purposes:

- to communicate offers in relation to our services or products that may be of interest to data subjects;
- to communicate marketing materials which promote the goods and/or services of the CTICC (including by way of electronic direct marketing activities) unless the data subject has specifically requested not to receive the information.
- to contact data subjects for sales related activities such as further research on their event and bidding processes as well as detail on their event requirements.

3. COLLECTION OF PERSONAL INFORMATION

The CTICC collects personal information in South Africa and internationally from these possible sources:

- directly from data subjects;
- from documentation requested from data subjects and that are provided;
- through sites and social media platforms where information has been provided or requested to sign up for newsletters and alerts; or
- from information that is publicly available.

4. SECURE STORAGE INFORMATION

In all circumstances the information is held by the CTICC on its secure systems or database. The CTICC undertakes to take all reasonable and necessary steps to secure the integrity and confidentiality of data subjects' personal information and protect the information from misuse, loss, interference, unauthorised access, modification or unauthorised disclosure.

Electronic copies are held in a secure environment, with the application of appropriate passwords and other computer and software security techniques, including secure data storage.

5. USE OF PERSONAL INFORMATION

After the CTICC has obtained the information submitted by the data subjects and the required consent to use has been provided, the CTICC is entitled to use the personal information as follows:

- to identify the data subject;
- to check the last time our services were used, if at all;
- to inform data subjects of services and/or products, which the CTICC believes would be of interest to data subjects (unless specifically opted out);
- for business purposes, such as research, prospecting, analysing and managing our business, market search, audits, developing new products, improving our services and products, gauging customer satisfaction and providing customer service; and
- for any purpose permitted by law.

The CTICC will use the personal information for the purposes of providing the data subject with the services and information as per the agreement concluded between the parties. The CTICC does not sell, trade, share or rent personal information to any third party for marketing purposes.

The CTICC may, for an indefinite period, unless otherwise notified by the data subject, use the information provided by them for promotional, marketing, research and profiling purposes. The contact details will be added to the CTICC's database and emails may be sent from time to time about offers available. All group emails that are sent to the database will contain an "unsubscribe" option.

Should the data subject at any point in time wish to opt out from the use, collection and processing of personal information, this can be done by informing the CTICC directly. Data subjects may be informed about the services and/or products through a range of communication methods, including telephone, SMS, email, social media, other electronic means and/or targeted advertising.

6. SHARING OF INFORMATION WITH 3RD PARTIES

It is not the policy of the CTICC to share any personal information gathered from data subjects with any 3rd party.

The exception to this relates specifically to the contact information relating to events booked that requires services to be rendered by approved service providers ("sub-contractor services"). In this instance the type of information to be shared will be discussed with the client.

7. RETENTION OF INFORMATION

The CTICC retains the personal information obtained from data subjects only for the period necessary for the purposes set out in this Policy or in accordance with the provisions of any applicable legislation.

The data subjects have the right to request that the following:

- Update information held by the CTICC;
- Correct any information; and
- Deletion of all personal information held by the CTICC in so far as it is no longer required in an existing contractual arrangement.

8. DESTRUCTION OF INFORMATION

Where a data subject requests the CTICC to delete, remove and/or destroy all personal information and documents gathered relating to them the CTICC will action the request, to the extent that it is legally able to perform.

Personal information gathered by the CTICC will be retained within the various databases and records and stored in a secure environment and will only be destroyed or removed when requested by the data subject.