

RMS Assist (Divine Inspiration Trading 613 (Pty)Ltd T/A Route Management Services) - PRIVACY POLICY (CUSTOMERS)

INTRODUCTION

We value your privacy and would like to be transparent about the personal information we process when interacting with you. With this Personal Information Protection Notice, we inform and provide you with an overview of how we process your personal information and by doing so we are fulfilling our notification obligation. We are committed to manage and process your personal information in accordance with the applicable privacy and information protection law provisions, which specifically provide for the lawful, fair and transparent processing of your personal information for specified, explicit and legitimate purposes in a reasonable manner that does not infringe on your right to privacy.

We recognize and are committed to protect your fundamental rights and freedoms, more specifically your right to privacy which includes the right to the protection against the unlawful collection, retention, dissemination and use of personal information. RMS ASSIST(Divine Inspiration Trading 613 (Pty)Ltd T/A Route Management Services has drafted a plan of action when it comes to protecting your privacy.

AUDIENCE

This policy applies to you if you are:

- A customer of RMS

PERSONAL INFORMATION

Personal information includes:

- certain information that we collect automatically when you visit our website.
- certain information collected on registration (see below).



8 Paris Road, Brackengate Business Park
Brackenfell, Cape Town, Western Cape, 7560

Email: support @rmsassist.co.za

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Control Room: 021 202 3440

- certain information collected on submission; and
- optional information that you provide to us voluntarily (see below).

but excludes:

- information that has been made anonymous so that it does not identify a specific person.
- permanently de-identified information that does not relate or cannot be traced back to you specifically.
- non-personal statistical information collected and compiled by us; and
- information that you have provided voluntarily in an open, public environment or forum including any blog, chat room, community, classifieds, or discussion board (because the information has been disclosed in a public forum, it is no longer confidential and does not constitute personal information subject to protection under this policy).

Common examples of the types of personal information which we may collect, and process include your:

- identifying information – such as your name, date of birth, or identification number of any kind.
- contact information – such as your phone number or email address.
- address information – such as your physical or postal address; or
- demographic information – such as your gender or marital status.

Depending on the goods or services that you require, we may also collect sensitive personal information including your:

- financial information – such as your bank account details.
- sensitive demographic information – such as your race or ethnicity.
- criminal information – such as information about your commission or alleged commission of any offence or about any related legal proceedings.

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ACCEPTANCE REQUIRED

Before any supply of goods or services or the customer onboarding, this policy together with our terms and conditions should be accepted by all parties. Failure to do so may result in RMS not being able to provide any goods/ services. By requesting our services, you are confirming consent to this policy.

- Anyone that does not have legal capacity to conclude a contract or is younger than the legal age of majority (18 years old) may not access our website or order goods and services.
- By accepting this policy, you are deemed to have read, understood, accepted, and agreed to be bound by all its terms.
- You may only send us your own personal information or the information of another data subject where you have their permission to do so.

Changes

We may change the terms of this policy at any time by updating our web page.

ON REGISTRATION

Once you register with RMS, you will provide us with certain information that will then be made visible to us, this personal information will include your name and surname, email address, telephone numbers, your Tax details, banking details, postal address or street address.

We will use this personal information to fulfil your account, provide additional services and information to you as we reasonably think appropriate, and for any other purposes set out in this policy.

When you request services from us, you will be asked to provide us with additional information on a voluntary basis.

OPTIONAL DETAILS

You may also provide additional information to us on a voluntary basis (optional information). This includes content or products that you decide to upload or download from our website or when you enter competitions, take



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advantage of promotions, respond to surveys, order certain additional goods or services, or otherwise use the optional features and functionality of our website.

RECORDING CALLS

We may monitor and record any telephone calls that you make to us unless you specifically request us not to.

PURPOSE FOR COLLECTION

We may use or process any goods or services information, or optional information that you provide to us for the purposes that you indicated when you agreed to provide it to us. Processing includes gathering your personal information, disclosing it, and combining it with other personal information. We generally collect and process your personal information for various purposes, including:

- goods or services purposes – such as collecting orders or requests for and providing our goods or services.
- marketing purposes – such as pursuing lawful related marketing activities.
- business purposes – such as internal audit, accounting, business planning, and joint ventures, disposals of business, or other proposed and actual transactions; and
- legal purposes – such as handling claims, complying with regulations, or pursuing good governance.

We may use your usage information for the purposes described above and to:

- remember your information so that you will not have to re-enter it during your visit or the next time you access the website.
- monitor website usage metrics such as total number of visitors and pages accessed; and
- track your entries, submissions, and status in any promotions or other activities in connection with your usage of the website.

CONSENT TO COLLECTION

We will obtain your consent to collect personal information in accordance with applicable law and when you provide us with any registration information or optional information.





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OUR OBLIGATIONS

We may use your personal information to fulfil our legal obligations to you as our customer in providing good and services and to send relevant and appropriate electronic correspondence to you to keep you informed regarding, but not limited to, news about services in which we may think that you are interested in

MESSAGES AND UPDATES

We may send administrative messages and email updates to you about the website. In some cases, we may also send you primarily promotional messages of which you can choose to opt-out of.

OR

We may send administrative messages and email updates to you about the website. We will not send you promotional messages unless you have chosen to opt-into them. But we may send you one message asking you to opt-into promotional messages.

TARGETED CONTENT

While you are logged into the website, we may display targeted adverts and other relevant information based on your personal information. In a completely automated process, computers process the personal information and match it to adverts or related information. We never share personal information with any advertiser unless you specifically provide us with your consent to do so. Advertisers receive a record of the total number of impressions and clicks for each advert. They do not receive any personal information. If you click on an advert, we may send a referring URL to the advertiser's website identifying that a customer is visiting from the website. We do not send personal information to advertisers with the referring URL. Once you are on the advertiser's website however, the advertiser can collect your personal information.



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SHARING

In general, we do not share your personal information however we may share your personal information with third parties that act as service providers on our behalf as permitted by law

- other divisions or companies within the group of companies to which we belong to provide joint content and services like registration, for transactions and customer support, to help detect and prevent potentially illegal acts and violations of our policies, and to guide decisions about our products, services, and communications (they will only use this information to send you marketing communications if you have requested their goods or services).
- our goods or services providers under contract who help provide certain goods or services or help with parts of our business operations, including fraud prevention, bill collection, marketing, technology services (our contracts dictate that these goods or services providers only use your information in connection with the goods or services they supply or services they perform for us and not for their own benefit).
- credit bureaus to report account information, as permitted by law.
- banking partners as required by credit card association rules for inclusion on their list of terminated merchants (if you utilize the services to receive payments and you meet their criteria); and
- other third parties who provide us with relevant services where appropriate.

REGULATORS

We may disclose your personal information as required by law or governmental audit. Law enforcement

We may disclose personal information if required:

- by a subpoena or court order.
- to comply with any law.
- to protect the safety of any individual or the public; and
- to prevent violation of our customer relationship terms.

We will not sell personal information. No personal information will be disclosed to anyone except as provided in this privacy policy. For Marketing Purposes, we may disclose aggregate statistics (information about the customer population in general terms).



WWW.RMSASSIST.CO.ZA

Directors: Wayne de Kock, Tom Halliwell, Cliff Harwin, Derek Taylor



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We may need to disclose personal information to our employees that require the personal information to do their jobs. These include our responsible management, accounting, audit, compliance, information technology, or other personnel.

Change of ownership.

If we undergo a change in ownership, or a merger with, acquisition by, or sale of assets to another entity, we may assign our rights to the personal information we process to a successor, purchaser, or separate entity. We will disclose the transfer on the website. If you are concerned about your personal information migrating to a new owner, you may request us to delete your personal information.

SECURITY

We take the security of personal information very seriously and always do our best to comply with applicable data protection laws. Our hosting company will host our website in a secure server environment that uses a firewall and other advanced security measures to prevent interference or access from outside intruders. We authorize access to personal information only for those employees who require it to fulfil their job responsibilities. We implement disaster recovery procedures where appropriate.

ACCURATE AND UP TO DATE

We will try to keep the personal information we collect as accurate, complete, and up to date as is necessary for the purposes defined in this policy. From time to time, we may request you to update your personal information. You can review or update any personal information that we hold on you by accessing your account online, emailing us, or phoning us. Please note that to better protect you and safeguard your personal information, we take steps to verify your identity before granting you access to your account or making any corrections to your personal information. Please inform us if any information is changed or an employee that has access to our systems leaves your business

RETENTION

We will only retain your personal information for as long as it is necessary to fulfil the purposes explicitly set out in this policy, unless:

- retention of the record is required or authorized by law; or



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- you have consented to the retention of the record.

During the period of retention, we will continue to abide by our non-disclosure obligations and will not share or sell your personal information.

We may retain your personal information in physical or electronic records at our discretion.

TRANSFER TO ANOTHER COUNTRY

We may transmit or transfer personal information outside of the country in which it was collected to a foreign country and process it in that country. Personal information may be stored on servers located outside the country in which it was collected in a foreign country whose laws protecting personal information may not be as stringent as the laws in the country in which it was collected. You consent to us processing your personal information in a foreign country whose laws regarding processing of personal information may be less

LIMITATION

We are not responsible for, give no warranties, nor make any representations in respect of the privacy policies or practices of linked or any third-party websites.

ENQUIRIES

If you have any questions or concerns arising from this privacy policy or the way in which we handle personal information, please contact us POPIA-Compliance@rmsassist.co.za