



REDSHIFT CYBER SECURITY (PTY) LTD

PRIVACY NOTICE

DISCLAIMER & PRIVACY POLICY

The information displayed on our website is provided for general information purposes only.

PRIVACY POLICY

INTRODUCTION

We at Redshift Cyber Security respect your right to privacy.

Where we refer to “personal information”, it means “personal information” as defined in the Protection of Personal Information Act, 4 of 2013 (“POPI”).

Personal information includes any information about a person that can be used to identify a person directly or indirectly. It includes information like a name, an identification number, location information, an online identifier or one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person. POPI includes the personal information of juristic persons in its ambit – so we will protect the personal information of juristic persons in the same manner as any other person’s personal information.

This privacy notice includes detail regarding our information security controls and procedures as they relate to the protection of personal information. This includes:

- How we collect personal information
- How we process and use personal information
- How we share personal information
- How we secure personal information
- Data subject rights

THE PERSONAL INFORMATION WE COLLECT

We collect, amongst others, the following personal information:

- Contact details, such as your name, email address or telephone number
- Company details and billing information, such as relevant payment information and VAT registration number
- Confidential information which may be provided as part of a project or security assessment
- Government issued ID numbers as part of employee administration
- Other relevant personal information to enable the conduct of business

HOW WE COLLECT PERSONAL INFORMATION

- Directly from you when you use any of our services or if we request it from you.
- In limited instances, we collect personal information from third parties. We will only collect personal information this way where such information is publicly available or for legitimate business purposes.

USE OF YOUR PERSONAL INFORMATION

We may use your personal information for any legitimate business purposes relating to our services and/or business activities. Some of the purposes for which we use your personal information include:

- Responding to your queries posted on our website or emailed to us
- Onboarding you as a client and verifying your identity (as required by law)
- Providing you with our services
- Providing you with information on relevant services
- Referring you to other service providers with your consent
- For audit and record keeping requirements
- Administration of employee remuneration, tax compliance, benefits and expense management
- As part of evaluating CV's of potential new hires
- Complying with our regulatory obligations

SHARING OF YOUR PERSONAL INFORMATION

We will only share your personal information for purposes of providing services to you or any other legitimate business purpose relating to our business activities.

Where the law requires us to do so, we may also share your personal information with third party service providers, agents, contractors, employees, law enforcement agencies or business affiliates. We will only share your personal information in these instances where it is necessary for us to do so, with your consent, and only to the extent that your personal information is needed for such third parties to perform their services or obligations.

SECURITY

We will take all reasonable steps to ensure that your personal information is protected. We are fully ISO27001:2022 compliant and apply all relevant controls to the protection of personal information. We protect and manage personal information that we hold about you by using electronic and computer safeguards like firewalls, data encryption, and physical and

electronic access control to our building. We only authorise access to personal information to those employees who require it to fulfil their designated responsibilities.

RIGHT TO OBJECT

You may, on reasonable grounds, object to us using your personal information. If you object, we will stop using your personal information, except if the law allows its use.

CHOICE AND CONSENT

You may withdraw or modify your consent at any time, subject to legal and contractual restrictions, with a reasonable notice period to us. You may withdraw your consent using the contact us feature on our website or send a query to info@redshift.co.za.

LODGING A COMPLAINT

If you believe we are using your personal information unlawfully, please let us know first (on info@redshift.co.za).

You may lodge a complaint to the Information Regulator (South Africa) with the following contact details:

- Website: <https://www.justice.gov.za/infoereg/index.html>.
- Address: SALU Building, 316 Thabo Sehume Street, Pretoria.
- Contact number: 012 406 4818.
- Fax number: 086 500 3351.
- Email: infoereg@justice.gov.za.

RETENTION OF INFORMATION

We retain personal information in accordance with the required retention periods in law or for legitimate business purposes. We may keep personal information indefinitely in a de-identified format for statistical purposes. This privacy policy also applies when we retain your personal information.

YOUR PRIVACY RIGHTS

You have the right to request access to the personal information we hold about you by contacting us or completing the PAIA Request Form available via the link below:

http://www.justice.gov.za/forms/paia/J752_paia_Form%20C.pdf

SECURITY BREACH

We will report any security breach to the Information Regulator and to the individuals or companies involved. If you want to report any concerns about our privacy practices or if you suspect any breach regarding your personal information, kindly notify us by sending an email to info@redshift.co.za.