

# WANAMA POLICY STATEMENT ON PRIVACY

## 1. Introduction

1.1 Wanama is aware that your privacy and the protection of your personal information is regulated by data protection legislation and in particular the Protection of Personal Information Act no 4 of 2013 or ("POPIA"). Whilst it is equally important that you take all necessary and appropriate steps to protect your personal information we bring to your attention that we have adopted this Privacy Statement and we will only use your personal information in accordance with this statement. By providing personal Information to Wanama, you agree to us processing such information in accordance with our Privacy Statement.

## 2. Definitions

2.1. "POPIA" means the Protection of Personal Information Act no 4 of 2013. It deals with the governance and safeguarding of personal information in South Africa and outlines how South African Institutions, including Wanama need to go about collecting, storing, processing, sharing and maintaining personal information.

2.2. "Personal Information" includes Special Personal Information as defined in POPIA and refers to any form of information that is identifiable or relates to an identified or identifiable natural person or existing legal entity. Personal Information includes names, physical, mailing and emailing addresses, phone numbers, registration and identification numbers as well as relevant financial information like banking details. Personal Information does not include information on the items purchased by the Customers of Wanama from Vendors together with the prices periodically specified and any related reports prepared and issued periodically by Wanama as this information is regulated by the confidentiality clauses contained within the contract between Wanama and its Customers.

2.3. "Customer" means all the Customers of Wanama and whose relationship with Wanama is regulated by the contractual relationship between that Customer and Wanama. This policy statement is supplementary to these agreements and does not in any way or form replace these agreements.

2.4. "Vendor" means any current, past or future supplier to Wanama or to a Customer of Wanama in terms of the contractual relationship between that Vendor and Wanama or between that Vendor and the Customer.

2.5. "Wanama" means Wanama Solutions (Pty) Ltd with registration number: 1998/024281/07 and Wanama Outsourced Procurement (Pty) Ltd with registration number: 2007/033645/07 and Wanama Outsourced Services (Pty) Ltd with registration number 2017/105858/07 all of who both interact and/or engage with Vendors directly or on behalf of Customers.

2.6. "Related Parties" means Service Providers which Wanama uses to deliver its services to Customers. Related Parties to Wanama are Marshan Technologies CC who are the software developers of the Wanama systems and Sautech (Pty) Ltd who host the servers used by Wanama, its Customers and the Vendors.

## 3. Scope

3.1. This policy statement specifies how Wanama will use any personal information it has previously been provided and/or which may be provided to Wanama by you or from other 3rd parties. It also assures Vendors and Customers that Wanama has engaged with its Related Parties to ensure that they agree to maintain the requisite standards required to protect the personal information of our Vendors and Customers.

3.2. All Customers and Vendors should read this policy statement before submitting any personal information to Wanama. By submitting any personal information to Wanama, those Customers and Vendors are providing the necessary consent to Wanama to process that personal information as set out in this statement. Customers and Vendors must not submit any personal information to Wanama if they do not agree to any of the provisions of this policy statement. Customers or Vendors can withdraw their consent to Wanama in accordance with this policy statement. In that case, Customers and Vendors must recognize that Wanama may not be able to provide its products and services to Customers and Vendors.

3.3 Customers of Wanama must not submit any Vendor or 3rd party personal information to Wanama. Instead they must request that vendor or 3rd party to submit their personal information directly to Wanama. Wanama requires personal Information from Customers and Vendors in order to perform our contractual obligations.

3.4. We will amend this policy statement from time to time should we introduce new systems, services and methods of operation; or should we be required to comply with changes to any legal or regulatory requirements or to rectify any mistake that may be discovered from time to time or for any other compelling reason in our sole discretion. Any such amendments will come into effect upon us giving notice to you of the change or by updating this Statement on Privacy on our website [www.wanama.co.za](http://www.wanama.co.za)

#### **4. Indemnity**

4.1. You hereby indemnify and hold Wanama harmless from any loss, damages or injury that you may incur as a result of any unintentional disclosures of your personal information to unauthorised persons or the provision of incorrect or incomplete personal information to Wanama.

#### **5. Personal Information we Collect**

5.1. In order to perform our services to Customers, we collect personal information from Customers and Vendors. This also includes Vendor and Customer company details such as registration details, business certifications, contact and job title details, bank details, tax and/or VAT number and other financial information.

5.2. Customers perform transactions using our systems and both Customers and Vendors provide information which includes Personal Information in this regard. These transactions include personal information reflected on invoices, stock transfers and stock takes and in emails between Wanama, our Customers and the Vendors.

5.3. The necessary details of any contracts entered into between us.

#### **6. How we Collect Personal Information**

6.1. You may provide your personal information to us directly.

6.2. You should not provide us with the personal information of 3rd parties. If you do, you should take steps to inform the 3rd party that you need to disclose their details to us, identifying us. We will nevertheless process their personal information in accordance with this policy statement.

6.3. We will not collect nor process your personal information unless it originates from its origin. This means that Customers will no longer forward Vendor Personal Information to Wanama but will instead instruct the Vendors to supply their personal information directly to Wanama.

#### **7. How we use the Personal Information Collected**

7.1. We have implemented reasonable technical and operational measures we consider necessary in order to keep your personal information secure.

7.2. We may use, transfer and disclose your personal information for the purposes of:

7.2.1. Enabling our Customers to utilise our services, systems and offerings as regulated by our contractual relationship.

7.2.2. Any other operational, marketing, auditing, legal and record keeping purposes.

7.2.3. Verifying your identity or the identify of your company.

7.2.4. Complying with Applicable Laws, including lawful requests for information received from law enforcement agencies in South Africa.

7.2.5. Monitoring, keeping record of and having access to all forms of correspondence or communications received by or sent from Wanama or any of its employees to and from Customers and Vendors.

7.3. We will not intentionally transfer or process your personal information outside of the Republic of South Africa. However should this arise, we will ensure that whom we pass your information to agrees to treat your information with the same level of protection as if we were dealing with it.

## **8. Disclosure of your Personal Information**

8.1. We may disclose your personal information to any relevant person and/or entity for purposes of prevention, detection and reporting of fraud and criminal activities, the identification of the proceeds of unlawful activities and the combatting of crime. This includes where we are under a duty to disclose or share your personal information in order to comply with any Applicable Laws, or to protect the rights, property or safety of Wanama, our Customers or any other third parties.

8.2. We may use your Personal Information as part of our vendor onboarding and/or due diligence process and in the ordinary course of performing our day-to-day contractual obligations.

## **9. Retention of Personal Information**

9.1. We may retain your personal information indefinitely, unless you object, in which case we will only retain it if we are permitted or required to do so in terms of Applicable Laws and the data retention policies of our Customers. However, as a general rule, we will retain your information in accordance with retention periods set out in Applicable Laws, unless we need to retain it for longer for a lawful purpose. (For example, for the purposes of complaints handling, legal processes and proceedings.)

## **10. Access to, Correction and Deletion of Personal Information**

10.1. Customers and Vendors may request details of personal information which we hold about them under the Promotion of Access to Information Act, 2000 (“**PAIA**”). Fees to obtain a copy or a description of personal information held about you are prescribed in terms of PAIA.

10.2. Customers and Vendors may also request the correction of personal information Wanama holds about them. It is the responsibility of our Customers and Vendors to ensure that the information we hold about them is complete, accurate and up to date. Should Customers or Vendors fail to keep their personal Information updated, or if the information is incorrect, then Wanama will not be held liable for any loss or damage suffered as a result of failure to comply with this clause 10.2. Customers and Vendors may submit a request for the correction or update of their personal Information by making contact with Wanama as contained herein.

10.3. Customers and Vendors have a right in certain circumstances to request the destruction or deletion of and, where applicable, to obtain restriction on the processing of personal information held about them. If you wish to exercise this right, please make contact with Wanama as contained herein. Customers and vendors furthermore have a right to object on reasonable grounds to the processing of their personal information where the processing is carried out in order to protect our legitimate interests or your legitimate interests unless the law provides for such processing. To raise an objection please make contact with Wanama as contained herein.

## **11. Contact and Correspondence**

11.1. Should you believe that Wanama has utilised your personal information contrary to Applicable Laws, you undertake to first attempt to resolve any concerns with Wanama by reaching out to us at the contact details listed below. If you are not satisfied with such process, you may have the right to lodge a complaint with the Information Regulator on telephone 012 406 4818 and email [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za).

11.2. In the event of a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data, Wanama shall promptly assess the risk to people’s rights and freedoms and as appropriate report this breach to affected parties.

11.3. If you have any comments or questions about this policy statement or you wish to make contact with Wanama please contact the information officer Mr. Ian Trigger on telephone 082 8056117 and email [ian.trigger@wanama.co.za](mailto:ian.trigger@wanama.co.za).