

MUSTARD SEED RELATIONSHIP MARKETING (PTY) LTD

(Registration number: 2018/619438/07)

Privacy Policy in terms of

The Protection of Personal Information Act of 2013

1. PURPOSE

Mustard Seed respects the right to privacy and the protection of personal information. This policy relates to personal information and describes how we collect, use, store and protect such information as it relates to a natural or juristic person, particularly with reference to the Protection of Personal Information Act 2013 (POPIA). This policy will be reviewed and updated from time to time.

2. COLLECTION OF INFORMATION OVERVIEW

Mustard Seed Relationship Marketing is a marketing and advertising company. In the normal course of our business activities, it is necessary to collect and use personal information for a specific purpose. The type of information depends upon the context of our relationship with individuals such as clients, service providers, website users, visitors to our offices, employees, contractors and job applicants. Information can also be collected about a data subject from third-parties who are entitled to share that information, or from publicly available sources such as social media platforms and the internet.

2.1 CLIENTS AND SERVICE PROVIDERS

Type of personal information: Company name and registration, business type, services offered, address, contact names and numbers, email addresses, ID numbers, financial and accounting information relating to the business activity.

Reason: To effectively provide services to our clients and to expand our offering through service providers by entering into and maintaining a business relationship with them. To enable business processes and for accounting and other legislative compliance.

2.2 WEBSITE USERS

Visitors to the Mustard Seed website (www.mseed.co.za) provide us with information that is voluntarily disclosed or information that is automatically collected. Voluntarily disclosed information contains details provided by visitors who request further contact and includes name and surname, email address and a telephone number. This information is kept only as long as is necessary to comply with the purpose of the visitor's request and is then deleted. Automatically collected information includes analytical data such as IP addresses, type of browser and operating system, domain name and other technical data. We use cookies (small data files placed on your device when you visit a website and used to track traffic to the site, ensure the site's effectiveness and collect the aforementioned data). Cookies are not used to contact site visitors in any way. Users have the right to accept or reject cookies by amending the setting on their browsers. Any third-party websites or social media accessed from our website through hyperlinks are not owned or operated by Mustard Seed, and those sites are not subject to our Privacy Policy.

2.3 VISITORS TO OUR OFFICES

Type of personal information: Name, ID number, contact details, employer, reason for visit, information relating to the prevention of Covid-19 such as temperature, symptoms and possible contact with infected persons.

Reason: To allow access, to comply with the reason for the visit.

2.4 EMPLOYEES AND CONTRACTORS

Type of personal information: Name, ID number, contact details, photograph, emergency contact details. Employment-related data such as the information contained in the CV, job title, employment contracts, training and performance, disciplinary records, health and leave records, information contained on a doctor's certificate for sick leave, maternity, termination or resignation information. Financial information such as banking details, salary, allowances and expenses, information required for SARS compliance, company benefits, retirement policy information and nominated beneficiaries, shareholding information. IT information such as IP addresses, email passwords and login details. Information required for Employment Equity and B-BBEE purposes such as gender, race, disabilities.

Reason: To enable an employee-employer relationship, to comply with the employment contract and provide training, remuneration and benefits, to monitor compliance with Mustard Seed's policies, to comply with labour legislation, as well as Employment Equity, B-BBEE and Occupational Health and Safety legislation.

2.5 JOB APPLICANTS

Type of personal information: Name, ID document, contact details, address, passport/visa, information contained in the CV, employment history, education, skills, training, experience, reference details, information from interviews and questionnaires, criminal background checks.

Reason: To verify the applicant's identity and suitability for the position. To comply with legal obligations and enter into an employment contract.

2.6 SPECIAL PERSONAL INFORMATION

POPIA defines Special Personal Information as information that includes religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information, and criminal behaviour relating to the alleged commission of an offence or related proceedings. Such information will only be collected with the subject's explicit consent or if required by law, and will be subject to additional safeguards.

3. STORAGE, RETENTION AND DISCLOSURE OF INFORMATION

Personal information is only collected for the business reasons outlined above. The data is held either electronically or on paper, and stored either at our business premises or with third-party service providers. Security of the information is maintained through electronic, physical and procedural safeguards which are reviewed from time to time, and is only accessible on a need-to-know basis. Information is retained only for as long as is necessary as required by business relationships, processes, context and legislation. Personal information will not be disclosed to any third-party without a legitimate business or legal reason, or as consented to by the data subject.

4. YOUR ACCESS RIGHTS

You have the right to see what information about you is held by Mustard Seed or to request that the information is corrected or updated at any time. You can request the information by following the instructions in our Promotion of Access to Information (PAIA) manual which is available on www.mseed.co.za or by contacting Mustard Seed on 021 880 1366 or sending an email to info@mseed.co.za.

INFORMATION OFFICER: Hester Robinson (hester@mseed.co.za)

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