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## NOUPOORT WIND FARM (RF) (PTY) LTD CLIENT PRIVACY NOTICE

### 1. PURPOSE OF THIS PRIVACY NOTICE

This privacy notice is for anyone who is a client of Noupoort Wind Farm. The purpose of this notice is to help you understand what kind of personal information we collect, how we use and store it, and what rights you have.

### 2. WHAT IS PERSONAL INFORMATION?

Personal information is all information relating to a natural or a juristic person. This includes contact information, information relating to your race, gender, sex, pregnancy status, marital status, ethnic or national origin, sexual orientation, physical or mental health, disability, religion, belief, culture, language, educational background, financial information, criminal behaviour, employment history, personal opinions, views, or preferences, and private or confidential correspondence.

A company can also have personal information that must be protected, for example, financial information, such as bank and financial statements, BBBEE scores and tax information.

It does not matter whether the information is held on paper or in an electronic or other format – it is still personal information and must be protected.

### 3. WHAT PERSONAL INFORMATION DO WE COLLECT AND HOW DO WE USE IT?

As your service provider, Noupoort Wind Farm collects, uses, and retains your personal information. We must collect your information to comply with the law or because we need it to perform in terms of our agreement with you. When we collect personal information from you, we always have a specific purpose for collecting that information.

If you choose not to provide us with the personal information we need, it will limit our ability to provide services.

The type of information we collect and use depends on the nature of the services and deliverables we provide and any legal requirements.

We collect:

- personal information of your relevant business contact person (e.g., name, contact number, email address, job title, and company department)
- company name, contact details and billing details (e.g., physical or postal address)
- card details



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- CIPC number
  - VAT number

in some cases, the names, ID numbers and contact details of your directors, members, or partners  
any other information which is relevant for us to provide you with a specific type of service

#### **4. WHAT ARE YOUR RIGHTS?**

The POPIA gives you the right to know when we collect and use your personal information, to ask us what we know about you and what we do with that personal information.

You have the right to:

- ask what personal information we have about you;
- access your personal information;
- ask us to update, correct or delete any out-of-date or incorrect personal information we have about you;
- object to direct marketing;
- object to automated decision-making which might prejudice you in any way;
- object to the processing of your personal information in certain circumstances; and
- complain about our practices to the [Information Regulator](#).

It can take us up to 21 days to respond to your request because there are procedures that we need to follow.

In some instances we may require proof of your identity, and sometimes we may have additional requirements before updating your information.

#### **5. WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?**

We may share your personal information internally or with some of our service providers to help manage our business relationship with you and run our business. We have agreements in place to ensure that they keep your personal information safe and only use your personal information with permission.

If we become involved in a merger, acquisition, or any form of sale of some of our assets, we will not transfer your personal information to any third party unless there are adequate safeguards in place to ensure that your personal information is secure.

#### **6. DO WE SHARE YOUR PERSONAL INFORMATION WITH OTHER COMPANIES IN OTHER COUNTRIES?**



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We may transfer your personal information to another country for processing or storage. We will ensure that anyone we share your personal information with agrees to protect your information to the same level as we do.

When necessary, we will share your personal information within our group of companies. Your personal information might be shared with and used by our Ireland office. We will ensure adequate safeguards are in place before your information is shared with them.

## **7. INFORMATION SECURITY**

We use security technology to protect your personal information. We base our security measures on the sensitivity of the personal information that we hold. We also restrict access to your personal information to only those who must have your information to operate, develop, and improve our services.

Our security measures are in place to protect your personal information from:

- loss;
- misuse;
- unauthorised access;
- being altered; and
- being destroyed.

No system is perfect, and we cannot guarantee that we will never experience a breach of any of our physical, technical, or managerial safeguards, but we regularly monitor our systems for vulnerabilities.

If something should happen, we have taken steps to minimise the threat to your privacy, and we will let you know if your personal information has been compromised.

We will also let you know how you can help minimise the impact of the breach.

## **8. RETENTION OF RECORDS**

We will keep and store your personal information for as long as necessary, considering the reason why we collected it in the first place. This could be because we must comply with our legal obligations, resolve disputes, enforce our agreements, support business operations, and continue to develop and improve our services.

## **9. HOW TO CONTACT US**

If you have any questions, you can contact us at [popiSA@mainstreamrp.com](mailto:popiSA@mainstreamrp.com)