



# Privacy Notice

EMSENI FARMING PTY LTD

(REG. NO.:2002/024894/07)

Before accessing or using our Sites, please ensure that you have read and understood our collection, processing, storage, use and disclosure of your Personal Information as described in this Privacy Notice.

Please note that this Privacy Notice does not address, and we are not responsible for, the privacy, information or other practices of any third-parties, including any third-party operating any site to which our Sites contain a link. The inclusion of a link on the Sites does not imply endorsement of the linked site by us or by our affiliates.

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## 1. What is this Privacy Notice about?

EMSENI FARMING PTY LTD, a company with registered office at Silverstream Farm, Kranskop, Kwa-Zulu Natal, 3268 ("Data Controller", "Emseni Farming", "we", "our" and "us") respects your privacy and wants you to be familiar with how it collects, uses and discloses information directly or indirectly relating to you as an individual ("Personal Information"), and the rights that you have in this regard.

**Emseni Farming** is the Data Controller (within the meaning of the Protection of Personal Information Act 4 of 2013 ("POPIA"), responsible for the processing of your Personal Information described in the Privacy Notice.

This Privacy Notice also (the "Privacy Notice") describes how the Data Controller processes your Personal Information collected in relation to our websites (our "Websites").

## 2. What Personal Information do we collect about you?

Through our digital platforms we collect, and process Personal Information as follows:

**When you submit Personal Information to us.** We collect Personal Information about you when you actively provide it to us, such as when you submit a contact form on our Sites.

**When you use our Sites and/or partner Sites.** We (and third-party partners on our behalf) collect non-Personal Information about you automatically as you use our Sites.

**When you are on social media platforms.** We may collect Personal Information about you when you interact with us or post public content on social media platforms.

**When you are offline:** We collect your Personal Information when you are not using our Apps and/or Sites, for example when you participate in Emseni Farming events and/or affiliated events..

### Personal Information we may collect and process about you

**Contact and profile information** (where applicable): Personal Information, such as your name, phone number, address, and e-mail address.

## 3. What Personal Information do we not collect about you?

We do **not** collect and process Personal Information (defined as "**Sensitive Personal Information**") pertaining to:

- Racial or ethnic origin
- sexual life or orientation
- genetic or biometric data
- health or medical condition
- political opinions
- trade union membership
- religion or philosophical beliefs
- criminal background

We ask that you do not send us or disclose any such Sensitive Personal Information through our Sites or otherwise to us.

#### 4. Collection of information from minors - warning for parents

Persons under the age of 18 must not provide their Personal Information without the consent of parents, which may occur through the contact form provided on our Sites (where applicable).

#### 5. Your choices and control over your information

**Modifying or deleting your information:** If you have any questions about reviewing, modifying, or deleting your information, you can contact us directly as further detailed in Section 10 of this Privacy Notice. We may not be able to modify or delete your information in all circumstances.

**Cookies:** Most browsers allow you to adjust your browser settings to:

- let you identify cookies stored;
- remove existing cookies; and/or
- set your browser to automatically reject cookies.

Blocking or deleting cookies may negatively impact your experience using the Sites, as some features on our Sites may not work properly.

#### 6. How do we use your Personal Information?

- a) To respond to your inquiries and requests:
  - To respond to your inquiries, complaints and suggestions regarding our Sites, that you send us via Sites or other communication channels.
  - **Legal basis** for processing: our legitimate interests to handle, adequately and in a timely manner, customers' inquiries, complaints and suggestions regarding the Sites.
- b) Compliance with our legal obligations:
  - To comply with our legal obligations, legal proceedings or government authorities' orders which can include orders from government authorities outside your country of residence, when we reasonably believe that we are legally required to do so and when disclosing your Personal Information is strictly necessary to comply with the said legal obligations, proceedings or government orders.
  - **Legal basis** for processing: compliance with our legal obligations.

c) Lawful protection of our interests:

- To lawfully enforce our terms and conditions, protect our operations or those of any of our affiliates, protect our rights, privacy, safety or property, and/or that of our affiliates, and allow us to pursue available legal remedies or limit the damages that we may sustain.
- **Legal basis** for processing: our legitimate interest to lawfully protect our organisation.

d) Fraud detection:

- We process your profile information, information pertaining to your use of our Sites and information about the device(s) you use to access and interact with our Sites, to identify if any fraudulent installations of our Sites are being committed.
- **Legal basis** for processing: our legitimate interests to protect our organisation against fraud.

## 7. To whom is your Personal Information disclosed?

We may share information in a variety of circumstances for the functioning of our Sites, to respond to your requests, and to otherwise conduct our business. For example, we may share information with:

- Partners and affiliates of Kwasizabantu Mission, who may use your information in a manner consistent with this Privacy Notice; or
- service providers to provide you with the services and engagement offered via our Sites.

## 8. What about transfers of Personal Information outside South Africa?

To achieve the purposes described in this Privacy Notice, we may transfer your Personal Information to countries that might not offer the same level of protection. Our data transfers to countries that do not offer an adequate level of protection are subject to appropriate safeguards in accordance with the POPIA, including standards issued by the relevant authorities.

## 9. What about links to other websites, applications, platforms and the like?

When using the Sites, you can come across links to other websites and platforms that are not provided by us but by other companies. We are not responsible for such websites and platforms, and this Privacy Notice does not apply to them. You should read the policies and rules that such companies have posted on their websites and platforms to understand how they protect your privacy.

## 10. What are your rights in relation to our processing of your Personal Information?

### Your rights in relation to our processing of your Personal Information

With regard to our processing of your Personal Information described in this Privacy Notice, you may have the right under certain circumstances to:

- be provided with a copy of any Personal Information that we hold about you, and receive information about our processing of your Personal Information;
- require us to update or correct any inaccurate or incomplete Personal Information;

You may also have the right, in certain circumstances to:

- object to the processing of your Personal Information;
- require us to delete your Personal Information;
- restrict our processing of your Personal Information; and
- require us to transmit your Personal Information to you.

### Contacting us to exercise your rights

If you wish to exercise any of your rights, you can contact us using one of the options below:

Use the contact form (where available) on our Sites.

Send an email: [mail@emseni.co.za](mailto:mail@emseni.co.za)

Call us by phone: +27(0)32 481 5014

Write to the postal address: Emseni Farming Pty Ltd, Private Bag 260, Kranskop, 3268.

Please specify clearly which information you would like us to provide you with, review, amend, stop processing, or delete by using the formal avenue as provided for in the PAIA Manual (available on our Sites).

You can also contact us if you have any questions or queries about the processing of your Personal Information, using the contact options above.

### Right to lodge a complaint to the competent data protection authority

You have a right to lodge a complaint with the relevant supervisory authority if you are of the opinion that any of your Personal Information is processed in a manner constituting an infringement of the POPIA.

## 11. How long do we keep your Personal Information?

We intend to keep your Personal Information accurate and up to date. We will delete the Personal Information that we hold about you when we no longer need it, provided that no legal retention requirements exist.

## 12. How do we protect your Personal Information?

The security of your information is very important to us, and we have put in place safeguards to preserve the integrity and security of information we collect and that we share with our Site providers.

However, no security system is impenetrable, and we cannot guarantee the security of our systems 100%. If any information under our control is compromised as a result of a breach of security, we will take reasonable steps to investigate the situation and, where appropriate, notify those individuals whose information may have been compromised and take other steps, in accordance with any applicable laws and regulations.

## 13. Applicable laws

This Privacy Notice is governed by and shall be construed in accordance with the POPIA and any other mandatory provisions of applicable laws in South Africa.

## 14. Updates to this Privacy Notice

You can find out when this Privacy Notice was last amended by checking "LAST REVISED" at the top of this Privacy Notice.

If you object to any changes, you may close your account (where applicable). Continuing to use our Sites after we publish changes to this Privacy Notice means that you have read and understood the changes.

You can print, download or otherwise retain a copy of this Privacy Notice (and of any revised version) for your records.