



Multi-Weigh Technologies Privacy Policy

Introduction

This Privacy Notice describes how Multi-Weigh Technologies collects, uses, discloses, retains and protects your personal information, by the Protection of Personal Information Act (POPIA) and other relevant laws. POPIA defines personal information as “information which relates to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person”. This includes but is not limited to, your name, sex, gender, address, contact details, identity number and medical or health information.

Multi-Weigh Technologies is committed to business practices in compliance with all applicable privacy legislation. In this policy, “Multi-Weigh” refers to Multi-Weigh Technologies (Pty) Ltd, and this policy applies whenever we process personal information of a client or a person that we regard as a potential client (“you” or “client”) who visits or makes use of any of our platforms or communicates with us through any channel.

We may amend this policy over time, in line with changes required by legislation or our business. You must therefore review the policy whenever you visit any of our channels for any such changes. The amended version shall supersede and replace all previous versions. If you have any questions about it or do not agree with it, please contact us directly at info@mwts.co.za. By entering into any agreement with us or by using our website or any other Multi-Weigh Technologies platform, you agree to the terms of this policy.

How do we collect information

We collect personal information about you and any other person whose details you provide to us under the relevant laws, either:

- Directly from you when you complete a product or service subscription form, electronically or telephonically.
- Directly, if you provide it to us through our Contact Us page.
- Indirectly from you when you interact with us electronically by way of our website or social media channels, which may include the collection of metadata (data about data).

Where we require personal information to provide you with our products and services, your failure to provide us with the necessary information may result in Multi-Weigh being unable to provide you with our products and services.

Securing Personal Information

Multi-Weigh Technologies intends to protect your personal information and shall take reasonable internal technical and organisational security measures to prevent loss of or damage to personal information, unauthorised access, disclosure, modification, or unauthorised destruction of the data. However, information transmitted to us online (via the internet) is done at your own risk. When entering your personal information via the internet, it is your responsibility to ensure that you use a secure computer or other electronic device. The Internet is an open and often vulnerable system, and the transfer of information via the Internet is not completely secure. It is your responsibility to ensure that you always use a secure and trusted internet connection. Once we have received your personal information, we will store all information in secure environments, for example, on secure servers in a protected data centre. We only authorise access to information to those Multi-Weigh Technologies employees who require it to fulfil their designated responsibilities.

Your legal rights

You have certain rights in relation to your personal information. As available and except as limited by POPI, you have the following rights in respect of your personal information:

- right of access: the right to be informed of and request access to the personal information that we process about you;
- right to rectification: you may request that your personal information be amended or updated where it is inaccurate or incomplete;
- right to erasure: the right to request that we delete your personal information, subject to applicable limitations and exceptions;
- right to restrict processing: you may request that we temporarily or permanently stop processing your personal information;
- right to object: you may object to us processing your personal information, including to object to your personal information being processed for direct marketing purposes or in terms of;
- right not to be subject to automated decision-making: where a decision that has a legal or other significant effect is based solely on automated decision-making, including profiling, you may, subject to certain exceptions, request that your personal information not be processed in that manner.

If you have previously provided consent for us to process your personal information, you may also withdraw your consent. However, we may continue to process or store your personal information if another legal justification exists for the processing or storage.

Quality and access to your information

Quality of personal information

We want to ensure that your personal information is accurate and up to date. You may ask us to correct or remove any personal information that you think is inaccurate, by sending us an

email at info@mwts.co.za. Please also inform us promptly of any updates to your personal information.

Access to personal information

You have the right to request that we provide you with personal information that we hold about you. You must contact us directly to do so or send an email to info@mwts.co.za. This request may be subject to an access-to-information request in terms of applicable laws and may require you to verify your identity, identify the rights you wish to exercise and pay a fee. The right to access your personal information may further be limited in terms of applicable law.

Information collected and processed.

The personal information we may process includes the following:

- General personal information about you, details like name, identity number and institution name.
- Contact information such as email address and mobile number.
- Consent records.

How do we use your personal information

For us to provide our clients with the products and services they have requested and to notify them of important changes to such products and services, we need to collect, use and disclose the personal information of clients, their representatives, controlling persons of entities, business contacts and staff of clients.

We typically use your information for the following purposes:

Perform in terms of any agreement with you.

- Contact you as allowed for in law by email, SMS, letter, telephone or in any other way about our products and services and maintaining our relationship with you
- Comply with our regulatory or other legal obligations;
- For legitimate business purposes, including but not limited to updating records, marketing and contacting you;
- for purposes of online login and authorisation on our platforms ;
- Carry out, monitor and analyse our business operations;
- To enhance your experience when interacting with Multi-Weigh Technologies and to help us improve our offerings to you;

We aim to only process personal information in an adequate manner,

Information we share, we will keep your personal information confidential and will only share it if you have consented thereto.

Breach

We will report any security breach to both the Regulator and 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@mwts.co.za

Right to object

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

Lodging a complaint

If you believe we are using your information unlawfully, you may complain directly to us at:

Email: info@mwts.co.za

Alternatively, you may complain to the Information Regulator at the following contact details:

South Africa: The Information Regulator

Website: <http://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.

Quality and access to your information

We want to ensure that your information is accurate and up to date. You may ask us to correct any personal information that you think is inaccurate or request us to remove your information by sending an email to info@mwts.co.za. Please note that such a request may require you to verify your identity and may be subject to the requirements set out in the Promotion of Access to Information Act (PAIA).

You may request a record of personal information that we hold about you by sending an email to info@mwts.co.za

Retention of Information

We retain personal information in accordance with the required retention periods in law or for legitimate business purposes. We will only retain your personal information for the purposes explicitly set out in this policy. We may keep personal information indefinitely in a de-identified format for statistical purposes.