

Innovation Hub Group (Pty) Ltd Privacy Notice

Introduction:

Welcome to the privacy notice of Innovation Hub Group (the Company)

The Company respects your privacy and is committed to protecting your personal data. This privacy notice will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

This privacy notice is provided in a layered format so you can click through to the specific areas set out below.

Who we are:

Innovation Hub Group is an end-to-end ICT solutions provider that was established as we saw a gap in the market for quality ICT solution offerings under one roof with after sales services being our focus and priority in the provision of customised telecommunications services.

Our service provisions range from ICT infrastructure deployment to enterprise internet and telephony solutions. Innovation Hub Group is your mass telecommunications gateway that provides you with affordable turnkey Information and Communication Technology services.

Practical solutions that are user-friendly and add value to the client. Unsurpassed commitment and dedication to any job no matter the size, complexity or urgency. Continuous after sale quality assurance, customer care and support

The type of personal information we collect:

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- ID Documentation
- Financial information (Bank statements, audited financials, bank details)
- Company information (address, ck documents)
- Contact details, such as phone numbers, physical and postal addresses, and email addresses;
- Personal details, such as names and ages;
- Demographic details, such as races and age groups;
- Health information;
- Biometric information;
- Account numbers;
- Background information;
- Contract information;
- Credit information;
- Market intelligence information; and
- Debt and debtor information.



How we get the personal information and what we use is for:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

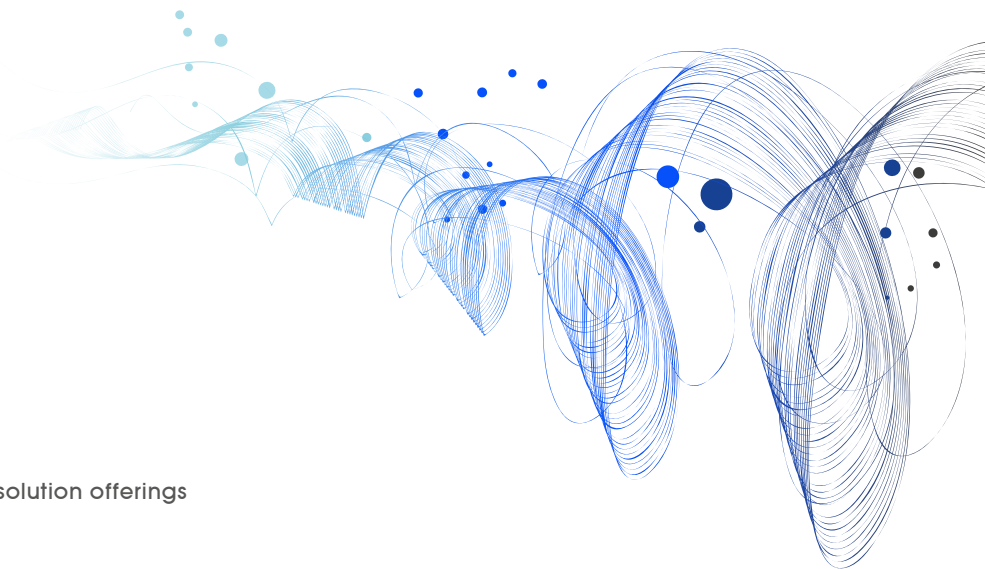
- Finance Approval for our hardware and services
- Opening of a new account to use our services
- Personal information for direct communication with the services we offer
- Provide our goods or supply our services;
- Better understand our data subjects' needs when doing so;
- Keep our data subject records up-to-date;
- Manage employees in general;
- Manage supplier contracts in general;
- Manage dealer relationships in general;
- Manage customers in general;
- Manage customer credit in general;
- Market to customers in various countries;
- Enforce debts;
- Market goods and services to prospects;
- To engage with investors and the media;
- Process customer requests or complaints; and
- Process personal information of employees for forensic purposes.

We also receive personal information indirectly, from the following sources in the following scenarios:

- From the finance houses and banks to do credit approvals
- From service providers that we work with, such as Telkom, Liquid telecoms, Bitco to provision your services
- Landlords to get approval of work done at your office premises

We use the information that you have given us in order to:

- Apply for your new IT services
- To plan installations and liaise with 3rd parties
- Provide our goods or supply our services;
- Better understand our data subjects' needs when doing so;
- Keep our data subject records up-to-date;
- Manage employees in general;
- Manage supplier contracts in general;
- Manage dealer relationships in general;
- Manage customers in general;
- Manage customer credit in general;
- Market to customers in various countries;
- Enforce debts;
- Market goods and services to prospects;
- To engage with investors and the media;
- Process customer requests or complaints; and
- Process personal information of employees for forensic purposes.



We may share this information with:

- Service providers that are part of our solution offerings
- Finance institutes
- Microsoft
- Internet providers
- ICT Security software providers

When will we process your personal information:

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consist out of the following:

- The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent;
- The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
- The processing complies with an **obligation** imposed by law on the business;
- The processing protects a **legitimate** interest of the data subject;
- The processing is necessary for the proper performance of a **public law** duty by the business;
- Or
- The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied

How we store your personal information:

Your information is securely stored: In a locked up cabinet with an access controlled area, with only 1 person who has access to the area, and stored in a backup facility in a data center.

We keep your information for according to our data retention policy and will then dispose of your information according to our data destruction policy.

Your data protection rights:

- You are entitled to access your personal data by sending a written request to admin@innovation-hub.co.za. We may charge you a fee for this service.
- You may also request Innovation Hub Group (Pty) Ltd to correct or supplement any of your personal data which Innovation Hub Group (Pty) Ltd will undertake as soon as practicable.
- Request the destruction of your personal data. Innovation Hub Group (Pty) Ltd will consider your request in light of any other laws or regulations prohibiting Innovation Hub Group (Pty) Ltd from destroying your personal data. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at admin@innovation-hub.co.za if you wish to make a request.

Contact details: **Innovation Hub Group (Pty) Ltd**

Name: **Innovation Hub Group (Pty) Ltd**

Address: **275 Vaaljakkals Street, 14th Avenue offices, Weltevreden park, Roodepoort, Johannesburg**

Phone Number: **011 246 1136**

E-mail: admin@innovation-hub.co.za



How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at andre@innovation-hub.co.za

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

Their contact details are as follows:

The Information Regulator (South Africa)

33 Hoofd Street

Forum III, 3rd Floor Braampark

P.O Box 31533

Braamfontein, Johannesburg, 2017

Complaints email: complaints.IR@justice.gov.za