



**GET SORTED (PTY) LTD PRIVACY STATEMENT**

This website is owned and operated by GET SORTED (Pty) Limited.

### **How to contact Get Sorted**

If you have any questions about this website or our privacy policy, please contact us by writing to:

GET SORTED (PTY) LTD  
Information Officer  
33 Medburn Road, Camps Bay, 8005  
+27 83 704 2161

## **OUR PRIVACY POLICY**

### **1. Introduction**

GET SORTED (PTY) LTD understands the importance of protecting your personal information and we value and respect it. This Privacy Policy describes how we collect and use your personal information, with whom we share it, and your choices and rights in relation to your personal information. It applies to personal information that we collect during your interactions with us, whether online, including through our websites, social media sites and mobile applications (collectively "Internet Services") that link to this Privacy Statement, in writing or orally, or personal information that we may collect offline or receive from third parties.

We want visitors to our websites to be able to take part fully in the activities and offers we provide. We also want to make sure that when we collect information from you, we do so in a way that does not infringe your right to privacy, and ensures you are comfortable regarding the way we use your Personal Information.

This Privacy Policy is designed to give you useful information about the way we collect and use personal information and how we use cookies.

By using our websites, you acknowledge that you have reviewed the Privacy Policy, and agree that we may collect, use, and transfer your Personal Information in accordance therewith.

If you do not agree with these terms, you may choose not to use our site. This Privacy Policy forms part of our Site [User Terms & Conditions.pdf](#)

This Notice explains how we obtain, use, and disclose your personal information, as is required by the Protection of Personal Information Act, 2013 (POPI Act). At Get Sorted (Pty) Ltd we are committed to protecting your privacy and to ensure that your Personal Information is collected and used properly, lawfully, and openly.

### **2. Personal Information We Collect**

GET SORTED (PTY) LTD is subject to the Protection of Personal Information Act, No. 4 of 2013 ("POPIA"). "Personal information" is defined in POPIA as information relating to an identifiable, living, natural person and where it is applicable, an identifiable, existing juristic person, including but not limited to;

- a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person.
- b) information relating to the education or the medical, financial, criminal or employment history of the person.
- c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other assignment to the person.
- d) the biometric information of the person.

- e) the personal opinions, views or preferences of the person.
- f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence.
- g) the views or opinions of another individual about the person; and
- h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

Depending on how you interact with us, personal information we collect may include but without limitation:

- your name
- email address
- postal address
- physical address
- telephone number (fixed or mobile)
- date of birth
- age
- nationality
- language preference
- your gender

We will not collect any personal data from you unless you specifically provide it, and we will only use that information for the purposes to which you have consented. We do not ask you to provide any more information than is reasonably necessary to enable you to participate in an activity on our website and to improve the website.

We do not generally disclose your personal information to third parties. We may sometimes, in which case we will inform you of our intention to do so when we collect the information, and you will have the opportunity to consent to that use or not.

Except as described in this Privacy Policy, we do not maintain any personal information obtained from users through this website in a retrievable form.

### **3. How we Collect your Personal Information**

We may collect your personal information from you in a variety of ways when you interact with us, including:

When you access our Internet Services, or interact with us in any other way, or use our solutions, products, and services.

- We collect personal information when you place orders for our solutions, products, and services, you create an account with us, we process your orders and payment transactions, perform administrative and business functions, market our solutions, products and services to you and when you register for our events, workshops and seminars or subscribe to our mailing lists and newsletters.
- When you communicate with us.
  - We collect personal information when we respond to your inquiries and requests, obtain feedback from you about our solutions, products and services or you apply for employment with us.
- From third-party sources.
  - We collect personal information from third parties, including public databases, social media sites, business partners with whom we offer co-branded services or engage in joint marketing activities and third parties that provide list enhancement or similar services.

When you use our Internet Services, we may, and third parties we engage may automatically collect data, including personal information through use of cookies and similar technologies. For more information, see the "Cookies and Similar Technologies" section below.

#### **4. Legal Basis for Processing your Personal Information**

When we process your personal information in connection with the purposes set out in this Privacy Statement, we may rely on one or more of the following legal bases, depending on the purpose for which the processing activity is undertaken and the nature of our relationship with you:

- Our legitimate interests (or those of a third party with whom we share your personal information) for the purpose of managing, operating or promoting our business, including direct marketing, and transfers within GET SORTED (PTY) LTD of personal information for business and administrative purposes, except where such interests are overridden by your interests or fundamental rights or freedoms which require protection of personal information.
- Where this is necessary to comply with a legal obligation on us, whether contractually or otherwise.
- To protect the vital interests of any individual.
- Where you have consented for such processing to take place.

#### **5. Use of your Personal Information**

We may use your personal information to:

- Enable you to effectively use and to improve our solutions, products and services, for example to:
  - Perform administrative and business functions and internal reporting.
  - Send administrative information to you.
  - Obtain feedback from you about our services, products and solutions including through client satisfaction surveys, in which event, we will only use your personal information for the sole purpose of sending you a survey.
  - Respond to your inquiries and fulfil requests by you.
  - Assess the performance of our Internet Services and to improve their operation.
  - Inform you about and provide you with our products, services and solutions.
  - Update our records and keep your contact details up to date.

We engage in these activities to manage our contractual relationship with you, to comply with our legal obligations, or for our legitimate business interests:

- Provide you with marketing materials and to personalise your experience with us, for example to:
  - Send marketing communications to you.
  - Enable you to subscribe to our newsletters and mailing lists.
  - Enable you to register for GET SORTED (PTY) LTD events, workshops and seminars.

We engage in these activities with your consent or for our legitimate business interests:

- Achieve our business purposes and analyse information. For example, to:
  - Establish, manage, and maintain our business relationship with you.
  - Compile usage statistics for our Internet Services.
  - Recruit staff.
  - Process and respond to privacy requests, questions, concerns and complaints.
  - Fulfil legal and contractual obligations.
  - We engage in these activities to manage our contractual relationship with you, to comply with a legal obligation and for our legitimate business interests.

## 6. Your Rights as a Data Subject

As a data subject you have the right to have your personal information processed in accordance with the conditions for the lawful processing of personal information as referred to in Chapter 3 of POPIA, including the right:

- to be notified that:
  - personal information about you is being collected as provided for in terms of section 18; or
  - your personal information has been accessed or acquired by an unauthorised person as provided for in terms of section 22;
- to request a copy of the Personal Information we hold about you (in terms of Section 23). To do this, simply contact us using the details as specified in this statement. We will take all reasonable steps to confirm your identity before providing details of your personal information. Any such access request may be subject to a payment of a legally allowable fee, as laid down in our [PAIA Manual](#).
- to request, where necessary, the correction, destruction or deletion of your personal information as provided for in terms of section 24;
- to object, on reasonable grounds relating to your situation to the processing of your personal information as provided for in terms of section 11 (3) (a).
- to object to the processing of your personal information:
  - at any time for purposes of direct marketing in terms of section 11 (3) (b); or
  - in terms of section 69 (3) (c);
- not to have your personal information processed for purposes of direct marketing by means of unsolicited electronic communications except as referred to in section 69 (1);
- not to be subject, under certain circumstances, to a decision which is based solely based on the automated processing of your personal information intended to provide a profile of you as provided for in terms of section 71.
- to submit a complaint to the Regulator regarding the alleged interference with the protection of your personal information as a data subject or to submit a complaint to the Regulator in respect of a determination of an adjudicator as provided for in terms of section 74; and
- to institute civil proceedings regarding the alleged interference with the protection of your personal information as provided for in section 99.

Please Note: All references to sections above are to sections in POPIA.

## 7. Sharing your Personal Information

We may share your personal information for the purposes set out in this Privacy Statement (as applicable):

- With our subsidiaries for the purposes set out in this Privacy Statement. GET SORTED (PTY) LTD is the party responsible for the management of jointly used personal information.
- With business partners with whom we offer co-branded services or engage in joint marketing activities.
- With service providers to provide operational services or facilitate transactions on our behalf, including but not limited to processing of orders, assisting with sales-related activities or post-sales support, client support, email delivery, data analytics and auditing.
- Where you consent to the sharing of your personal information.
- In connection with any joint venture, merger, sale of company assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or to another company.

- Where applicable, for credit reference, fraud prevention or business scoring agencies, or other credit scoring agencies.
- For debt collection agencies or other debt recovery organisations.
- For other legal reasons:
  - We may share your personal information in response to a request for information by a competent authority in accordance with, or required by any applicable law, regulation or legal process;
  - Where necessary to comply with judicial proceedings, court orders or government orders; or
  - To protect the rights, property or safety of GET SORTED (PTY) LTD, its business partners, you, or others, or as otherwise required by applicable law.

Any third parties with whom we share personal information are contractually required to implement appropriate data protection and security measures to protect personal information and are not permitted to use personal information for any purpose other than the purpose for which they are provided with or given access to personal information.

## **8. Security of your Personal Information**

GET SORTED (PTY) LTD is committed to protecting your personal information from accidental or unlawful destruction, damage, loss, alteration, unauthorised access, or disclosure by using reasonable, appropriate, physical, administrative, and technical safeguards and contractually requiring that third parties to whom we disclose your personal information do the same.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that Personal Information that we remain responsible for is kept secure.

We will ensure that anyone to whom we pass your Personal Information agrees to treat your information with the same level of protection as we are obliged to.

## **9. Cross-Border Transfers**

GET SORTED (PTY) LTD may be required to fulfil its contractual obligations with you outside of South Africa and may transfer your personal information to countries where we do business or to international organisations in connection with the purposes identified above and in accordance with this Privacy Statement.

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GET SORTED (PTY) LTD recognises the importance of protecting personal information, especially when such information is transferred across borders. As part of our commitment to safeguarding personal data, GET SORTED (PTY) LTD ensures that any trans-border flow of personal information is managed in accordance with POPIA's strict regulations.

When personal information is hosted or processed outside of South Africa, we ensure that appropriate security measures are in place to protect the data from unauthorised access, use, and disclosure. We only engage with international data hosting or processing entities that comply with data protection standards that are substantially similar to the conditions for lawful processing as set out in POPIA.

Furthermore, GET SORTED (PTY) LTD maintains transparency with data subjects, and we will inform you of the possibility of personal information being stored or processed outside of South Africa. This includes providing you with clear and accessible information on your rights, including the right to access, correct, and object to the processing of their personal information.

## **10. Cookies and Similar Technologies**

We may automatically collect non-Personal Information about you, such as the type of internet browsers you use or the website from which you linked to our website. We may also aggregate details which you have submitted to the site (for example, the products or services you are interested in). You cannot be identified from this information, and it is only used to assist us in providing an effective service on this website. We may, from time-to-time, supply third parties with this non-personal or aggregated data for uses in connection with this website.

When you access our Internet Services, we use cookies (small text files containing a unique ID number which are placed on your PC or device) and similar technologies including scripts, embedded web links and web beacons.

We use cookies to assist us with activities such as:

- Enabling you to sign into our Internet Services.
- Authenticating you.
- Keeping track of information, you have provided to us.
- Improving your browsing experience.
- Customising our interactions with you.
- Storing and managing your preferences and settings.
- Compiling statistical data.
- Analysing the performance and usability of our Internet Services.
- Measuring traffic patterns for our Internet Services; and
- Determining which areas of our Internet Services have been visited.

These technologies collect information that your browser sends to our Internet Services including your browser type, information about your IP address (a unique identifier assigned to your computer or device which allows your PC or device to communicate over the Internet), together with the date, time and duration of your visit, the pages you view and the links you click.

Our Internet Services may also contain web beacons or similar technologies from third party analytics providers, through which they collect information about your activities across our Internet Services to help us compile aggregated statistics.

### **What are Cookies?**

Cookies are small text files that are placed on your computer or mobile device by websites that you visit. They cannot harm your computer and do not contain any information that enable us to identify you personally, they just enable our websites to recognise your computer and to identify certain other non-personal information such as which browser you are using. This information can be used to make the website work, to identify which parts of the site can work better or to analyse how often people visit the site and what they look at. We will not associate this data with any personally identifying information that you may choose to provide to us in other ways.

## **Why do we use Cookies?**

We use cookies to learn more about the way you interact with our content and to help us improve your experience when visiting our website. Cookies remember the type of browser you use and which additional browser software you have installed. They also remember your preferences, such as language and region, which remain as your default settings when you revisit the website. Cookies also allow you to rate pages and fill in comment forms. Some of the cookies we use are session cookies and only last until you close your browser, others are persistent cookies which are stored on your computer for longer.

By your using this website, we imply that you have read this policy and agree to us sending you cookies.

For information about how you can change how your browser deals with cookies, please see the "[How to Manage Cookies](#)" section below.

## **Third Party Cookies**

Some features used on this website may involve a cookie being sent to your computer by a third party. For example, if you view or listen to any embedded audio or video content you may be sent cookies from the site where the embedded content is hosted. Likewise, if you share any content on this website through social networks (for example by clicking a Facebook "like" button or a "Tweet" button) you may be sent cookies from these websites. We do not control the setting of these cookies so please check the websites of these third parties for more information about their cookies and how to manage them.

## **How to Manage Cookies**

To make full use of this site, your device must be set to accept cookies otherwise some of its functionality may not work.

If you nevertheless want to restrict, block, or disable cookies, you can do so by changing your browser settings. If you would like more specific information about how to change your browser settings, please visit [www.allaboutcookies.org](http://www.allaboutcookies.org) which has detailed information for each browser as well as more information about cookies in general.

## **11. Links to Third-Party Websites and Applications**

Our Internet Services may contain links to third-party websites and applications. We are not responsible for and make no representations or warranties in relation to the privacy practices or content of any third-party websites and applications. Your use of such sites and applications is subject to the applicable third-party privacy statement and is at your own risk.

## **12. Direct Marketing**

We may contact you from time to time to inform you of similar services or products to the ones you are contracted for and that we think you may be interested in. We may also provide you with newsletters and market insights as part of our value-added client experience.

We share personal information with affiliates of GET SORTED (PTY) LTD (subject to applicable law and your indicated marketing preferences) so that they may offer you their products and services.

You may object to us processing your information for marketing purposes. You can unsubscribe from direct marketing by following the steps set out in the direct marketing you received or client relationship manager, for the product or service.

### **13. Retaining your Personal Information**

We generally only keep your personal information on our records for as long as we need it to provide you with services and to meet legal requirements related to record-keeping. We will keep your personal information for as long as:

- the law requires us to keep it.
- a contract we have with you requires us to keep it.
- you have consented to us keeping it.
- we reasonably require it to achieve purposes set out in our contract with you or this policy.
- we require it for our lawful business purposes.

We may also keep your personal information for historical, statistical or research purposes if appropriate safeguards are in place.

We may keep your personal information for longer if there is litigation or an investigation, or any tax or regulatory query.

If we must keep information for longer periods than set out above (for example if it cannot be safely destroyed), we will only process it for purposes of storage or for purposes of proof. We will also restrict access and processing of such information.

### **14. Updates to this Privacy Policy**

We may update this Privacy Policy at any time. If we do, we will update the "last modified" section at the bottom of this Privacy Statement.

We encourage you to regularly review this Privacy Policy to stay informed about our privacy practices.

### **15. Security Breaches**

In the event of a security compromise where your personal information has been accessed or acquired by an unauthorised person, we will notify you directly as soon possible as provided for in POPIA.