

THE PROTECTION OF PERSONAL INFORMATION (POPI) ACT DISCLOSURE

The Protection of Personal Information (POPI) Act requires us to inform you how we use, disclose and destroy personal information we obtain from you. We are committed to protecting your privacy and will ensure that your personal information is used appropriately, transparently, securely and according to applicable law.

We respect your constitutional right to privacy. We are committed to and bound by the terms and provisions of the Protection of Personal Information Act 4 of 2013 ("POPIA") regarding the processing (acquisition, usage, retention, transmission, and deletion) and sharing of your personal information.

This privacy notice provides an overview of how we obtain, process and disclose your personal information, in accordance with the requirements of the POPI Act

Information we collect

We will collect and process your personal information to enable us to contact you for the purposes of understanding your requirements and delivering our professional services in accordance with your requirements. This information will be obtained directly from you unless you have authorised us to obtain information from third parties on your behalf.

How we use your information

We will use your personal information solely for the purposes:

- for which it was collected and agreed to enable us to undertake the services requested by you
- to comply with an obligation imposed by law
- where it was agreed with you in the form of consent

Access to personal information

Our employees will have access to your personal information to administer and manage our agreed services

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law;
- Where we believe it is necessary to protect our rights;
- Where you have requested us to do so.

Complaints Process & Procedure

The purpose of our complaints process is to ensure that all complaints relating to the processing of personal information are handled in a fair, transparent, and lawful manner in compliance with the Protection of Personal Information Act, 4 of 2013 (POPIA)

Should you be dissatisfied with the processing of your personal information a formal complaint request can be submitted to us at email : Anton@rouxcapital.co.za

A valid complaint must include: Full name and contact details of complainant, description of complaint, relevant dates and supporting documents and desired outcome (if applicable)

A valid complaint will be acknowledged within 2–5 business days; a preliminary assessment and internal investigation will be addressed. Feedback will be provided within 30 days including our findings and actions taken.

If the complainant is not satisfied; they may escalate internally to senior management or lodge a complaint with the Information Regulator (South Africa) Website: <<https://www.justice.gov.za/inforeg/>> or Email: inforeg@justice.gov.za

How to contact us

If you have any queries about this privacy notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact our information officer: Anton@rouxcapital.co.za