



THE PROTECTION OF PERSONAL INFORMATION ACT -- PRIVACY NOTICE

This NOTICE explains how Letamo Game Farm (Pty) Ltd (**LGF**) obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (**POPIA**).

LGF are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

The information **LGF** collect

LGF collect and process your personal information mainly to contact you for the purposes of understanding your requirements and delivering services accordingly. For this purpose, **LGF** will collect contact details including your name, surname and cell/tell numbers.

LGF collect information directly from you where you provide **LGF** with your personal details. Where possible, **LGF** will inform you what information you are required to provide to **LGF** and what information is optional.

Website usage information may be collected using “cookies” which allows **LGF** to collect standard internet visitor usage information.

How **LGF** use your information

LGF will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes.

For example:

- To gather contact information.
- To confirm and verify your identity or to verify that you are an authorised user for security purposes.
- For the detection and prevention of fraud, crime, money laundering or other malpractice.
- To conduct satisfaction research or for statistical analysis.
- For audit and record keeping purposes;
- In connection with any legal proceedings.

Disclosure of information

LGF may disclose your personal information to **LGF** service providers who are involved in the delivery of products or services to you and **LGF**. **LGF** have agreements (**PoPIA** SLA's) in place to ensure that they comply with the privacy requirements as required by **PoPIA**.

LGF may also disclose your information:

- Where **LGF** have a duty or a right to disclose in terms of law or industry codes;
- Where **LGF** believe it is necessary to protect your and **LGF** rights.

Information Security

LGF are legally obliged to provide adequate protection for the personal information **LGF** hold and to stop unauthorized access and use of personal information. **LGF** will, on an on-going basis, continue to review security controls and related processes to ensure that your personal information remains secure.



LGF security policies and procedures cover:

- Physical security.
- Computer and network security.
- Access to personal information.
- Secure communications.
- Security in contracting out activities or functions.
- Retention and disposal of information.
- Acceptable usage of personal information.
- Governance and regulatory issues.
- Monitoring access and usage of private information.
- Investigating and reacting to security incidents.

When **LGF** contract with third parties, **LGF** impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information, that **LGF** remain responsible for, is kept secure. **LGF** will ensure that anyone to whom **LGF** pass your personal information agrees to treat your information with the same level of protection as **LGF** are obliged to.

Your Rights: Access to information

You have the right to request a copy of the personal information **LGF** hold about you. To do this, simply contact **LGF** at the numbers/addresses as provided below and specify what information you require. **LGF** will need a copy of your ID document to confirm your identity before providing details of your personal information. Please note that any such access request may be subject to a payment of a legally allowable fee.

Your Rights: Correction of your information

You have the right to ask **LGF** to update, correct or delete your personal information. **LGF** will require a copy of your ID document to confirm your identity before making changes to personal information **LGF** may hold about you. **LGF** would appreciate it if you would keep your personal information accurate.

Definition of personal information

According to the Act “**personal information**” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to **POPIA**, **LGF** also includes the following items as personal information:

- All addresses including residential, postal and email addresses.
- Change of name, for which **LGF** require copies of the marriage certificate or official change of name document issued by the state department.

How to contact LGF

If you have any queries about this notice, or you need further information about our privacy practices, or you wish to withdraw your consent, or exercise preferences or access or correct your personal information, please contact **LGF** at email: io@letamo.net and address your email to the *INFORMATION OFFICER - LGF*.