



## **DCSA PRIVACY NOTICE – CUSTOMERS AND VENDORS**

### **1. INTRODUCTION**

Dangote Cement South Africa (Pty) Ltd (“**DCSA**” or “**we**” or “**us**”) cares about your Personal Information and privacy. We are committed to protect and respect your privacy. We are committed to process your Personal Information in line with the Protection of Personal Information Act, 4 of 2013 (“**POPIA**”), the Constitution of the Republic of South Africa, 1996 and any other relevant data protection laws. This Privacy Notice explains, amongst other things, what Personal Information we collect, when and why we collect it, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

### **2. WHO DOES THIS PRIVACY NOTICE APPLY TO?**

This Privacy Notice applies to you and your staff as DCSA’s Customer or DCSA’s Service Provider if you have and / or will supply DCSA with your Personal Information or Personal Information of your staff.

### **3. WHAT PERSONAL INFORMATION DO WE COLLECT?**

DCSA collects different types of Personal Information for specific purposes. The Personal Information we collect relate to our Customers and Service Providers. POPIA defines Personal Information as information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person.

Depending on the specific purpose, we may collect the following Personal Information: names and surnames, identity numbers and copy of identity documentation, contact information (e.g., telephone numbers and email addresses), physical address, company registration certificate and number, bank account details, contractual information, your company B-BBEE certificates or affidavits, licensing and regulatory information, tax related information (e.g., VAT numbers, tax clearance certificates), financial statements or company records including policies, contracts and reports.

Where you provide DCSA with information relating to third parties, it is your responsibility to inform such individuals about the processing of their Personal Information by DCSA for the purposes and in the manner described in this Privacy Notice. You must also inform them about their rights of access, rectification and deletion in accordance with applicable law and must obtain their consent, where necessary, to the processing and transfer of their Personal Information before you provide it to DCSA.

#### **4. WHY DO WE COLLECT YOUR PERSONAL INFORMATION?**

DCSA has a legitimate interest in processing Personal Information of its Customers and Service Providers. DCSA only collects and processes Personal Information for a lawful and specific purpose. We may collect your Personal Information in order to conclude a contract with you; perform our contractual obligations with you, such as payment of invoices, providing you with access to certain facilities or infrastructure that you need to provide goods or render services; exercise our legitimate interests such as obtaining independent verification of your details, to screen Service Providers and manage risks; to enable DCSA to comply with a variety of laws such as tax laws, labour laws and other business laws which are applicable to the goods and services which DCSA provides and offers; or if you consent to us collecting and processing your Personal Information.

#### **5. HOW DO WE COLLECT YOUR PERSONAL INFORMATION?**

We collect your Personal Information in any of these instances; - when you call our offices and provide us with your details; when you complete a questionnaire as part of a request for proposal, when you complete a vendor application form or provide us with your Personal Information when we conclude a contract with you; when we collect your Personal Information from a third party such as information provided to us when we conduct criminal record checks or verification checks; or when you visit our website <https://www.sephakucement.co.za/contact-sephaku/> and submit your contact details and a query.

#### **6. WHO DO WE SHARE YOUR PERSONAL INFORMATION WITH?**

DCSA may share your Personal Information with some of its affiliate companies. DCSA may disclose and / or discuss relevant aspects of your Personal Information with certain persons on a need-to-know basis, such as DCSA's employees, relevant regulators, governmental bodies, and specific third parties for onboarding and vetting of new service providers. Should DCSA disclose your Personal Information to the restricted list of persons, it will be done on a confidential basis and subject to the recipients of the Personal Information agreeing to comply with the provisions of POPIA and other applicable data privacy laws. DCSA will never sell your Personal Information. Should there be a change in ownership or

structure of DCSA, the successor, purchaser or new entity is required by law to process your Personal Information in line with POPIA requirements.

## **7. HOW DO WE PROTECT YOUR PERSONAL INFORMATION?**

Protecting your Personal Information is important to us. We make sure that we put in place adequate security safeguards to protect your Personal Information under our control. Only authorised personnel will have access to your Personal Information. We make sure there is restricted access to certain Personal Information such as your bank account information and financial information.

We exercise appropriate due diligence in the selection of any third-party service provider, advisors or any third-party to whom your Personal Information may be transferred as contemplated in this Privacy Notice. We require appropriate contracts that such third parties maintain adequate security measures to safeguard Personal Information, and process Personal Information only for the specific purpose for which it was provided.

## **8. HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION?**

We will only retain Personal Information for as long as it is necessary to fulfil the purposes required by law and / or this Privacy Notice. We will retain your Personal Information if we are required or authorised by law. We may retain your Personal Information in physical or electronic records at our discretion. We have in place a Data Retention and Data Destruction Policy which contains further information on the kinds of records we retain and the retention periods.

## **9. DO WE TRANSFER YOUR PERSONAL INFORMATION TO OTHER COUNTRIES?**

We may transfer your Personal Information to our shareholders, parent company and associate entities or third-party service providers with whom we engage business or whose services or products we elect to use, including cloud services hosted in international jurisdictions.

In most instances, your Personal Information may be transferred to Nigeria. Before transferring Personal Information across borders, we take steps to ensure that the third

party who is the recipient of the information is located in a country which provides an adequate level of protection for your Personal Information or that there is an agreement or binding corporate rules which satisfies the applicable requirements for the transfer of Personal Information across borders.

## **10. WHAT ARE YOUR RIGHTS?**

Your rights under POPIA include the following:

- The right to be notified when your Personal Information is being collected or processed.
- The right to request us, where necessary, to correct, destroy or delete a record of your Personal Information.
- The right to object, on reasonable grounds, to the processing of your Personal Information.
- The right to object to the processing of your Personal Information for purposes of direct marketing, including by way of unsolicited communications.
- The right not to be subject, in certain circumstances, to a decision which is based solely on the automated processing of your Personal Information.
- The right to submit a complaint to the Information Regulator if you believe that your rights relating to your Personal Information have been infringed or you believe that an independent adjudicator who may be resolving your complaint to us has not decided the matter correctly; and
- The right to institute civil proceedings against us if you believe that your rights relating to your Personal Information have been infringed.

## **11. DO WE MAKE UPDATES TO THIS NOTICE?**

Yes. We may update this Notice if it is necessary to stay compliant with relevant laws. We encourage you to review this Notice frequently to stay informed on how we process your Personal Information.

## **12. HOW TO CONTACT US ABOUT THIS NOTICE**

If you have queries regarding how we process your Personal Information or if you wish to review, update or delete a record of your information we may hold, contact our Information Officer via our email address at [legal@sepcem.co.za](mailto:legal@sepcem.co.za) or post to P.O. Box 68149, Highveld, Centurion, 0169 or consult our PAIA Manual which is available on our website.