



7 June 2021

Dear Valued Customer

IMPORTANT CORRESPONDENCE REGARDING THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

1. As you may be aware, the Protection of Personal Information Act 4 of 2013 ("POPI Act") is about to become effective on 1 July 2021. We are in the process of updating all our records to ensure we comply with the POPI Act. All capitalised terms used in this letter, refer to terms defined in the POPI Act.
2. To fulfil our contractual obligations to you, our customer, we will Process the following Personal Information of yours:
 - 2.1. name and contact details;
 - 2.2. identity and/or company information and directors' information;
 - 2.3. banking and financial information.
 - 2.4. information about products or services; and
 - 2.5. other information not specified, reasonably required to be processed for business operations.
3. The purpose of such Processing is:
 - 3.1. verifying and capturing of information.
 - 3.2. performing duties in terms of any agreement with you;
 - 3.3. undertaking credit checks and make, or assisting in making, credit decisions about you/entity;
 - 3.4. discounting your agreement with us to a finance house;
 - 3.5. transferring your information to a third party for the purposes set out in clauses 3.3, 3.4 and 3.12;
 - 3.6. purposes relating to the agreement or business relationship or possible agreement or business relationships between us;
 - 3.7. operate and manage your account and manage any application, order, agreement or correspondence you may have with us;
 - 3.8. transferring your information to third party freight companies for the products to be delivered to the you;
 - 3.9. communicating (including direct marketing) with you by email, SMS, letter, telephone or in any other way about our products and services, unless you indicate otherwise;
 - 3.10. to identify gaps in the product offering and improve product offerings to you;



- 3.11. performing other administrative and operational purposes;
 - 3.12. recovering any debt, you may owe us;
 - 3.13. complying with our regulatory and other obligations; and
 - 3.14. any other reasonably required purpose relating to our business.
4. We may transfer your Personal Information to:
- 4.1. any firm, organisation, or person that we use to collect payments and recover debts or to provide a service on our behalf;
 - 4.2. any firm, organisation, or person that/who provides us with products or services;
 - 4.3. any payment system we use,
 - 4.4. regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where we have a duty to share information;
 - 4.5. credit bureaux and financial institutions;
 - 4.6. Freight companies;
 - 4.7. Any other Operator not specified;
 - 4.8. Permanent and temporary staff, contractors
5. Planned cross border flows of personal information
- Our cloud servers, which electronically store, *inter alia*, certain of the Personal Information aforementioned, may be situated outside of the borders of South Africa.
6. You hereby indemnify and hold us harmless from any loss, damages, or injury that you may incur because of your furnishing incorrect or incomplete Personal Information to us.
7. Our Information Officer can be contacted should you require any further information regarding the contents of this letter, on enquires@chattels.co.za or 021 593 7705.
8. Should you not consent to your Personal Information being Processed as set out above, please send an email stating same to the following email address: enquires@chattels.co.za detailing which Personal Information may not be Processed. You confirm that you are duly authorised to advise of your dissent as set out above.

Yours sincerely

A handwritten signature in black ink, appearing to read "Etienne van Eeden", is written over a horizontal line.

Etienne van Eeden
Financial Director