

INTERNAL PROCESSING NOTICE

FOR

EMPLOYEES, DIRECTORS, APPLICANTS & STUDENTS

IN TERMS OF SECTION 18 OF THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

1. PURPOSE OF THIS NOTICE

- 1.1 We, The Bidvest Group Limited, situated at 18 Crescent Drive, Melrose Arch, Johannesburg, 2196, and/or the relevant subsidiary or Group company with which you apply for employment, are employed, appointed or otherwise engage, as applicable, are referred to in this Processing Notice as “us”, “we” or the “Group”.
- 1.2 The relevant Group entity will ordinarily be the Responsible Party in respect of the Personal Information processed for the purposes set out in this Processing Notice.
- 1.3 The name registered or principal business address and contact details of the relevant Group entity are available in its PAIA Manual or may be obtained using the contact details set out in clause 12.
- 1.4 In accordance with the requirements of POPIA, and because your privacy and trust is important to us, we set out below how we collect, use, and share your Personal Information and the reasons why we need to use and process your Personal Information.

2. DEFINITIONS

In this Processing Notice, the following words and phrases will have the meanings assigned thereto below:

- 2.1 **"Consent"**, means the consent, you in your capacity as Data Subject, may give to us, under certain circumstances, to process your Personal Information. This consent must be voluntary, specific, and informed. Following this, once we have explained to you why we need your Personal Information and what we will be doing with it and you have read this Processing Notice, you may then, in relation to certain uses of the information, give us your permission to use it, which permission or consent can be demonstrated by way of your actions that are representative of voluntary, specific and informed expression of will in terms of which permission is given for the Processing of Personal information;
- 2.2 **"Data Subject"**, means you, the person in relation to whom the Personal Information relates;
- 2.3 **"Operator"** means any person who processes your Personal Information on our behalf as a contractor, service provider or agent, in terms of a contract or mandate, without coming under our direct authority. These persons may include, for illustration purposes, verification agencies, advertising and public relations agencies, call centres, payroll providers, pension/provident fund administrators, wellness programme providers, employee assistance programme providers, healthcare providers, employee benefit providers, auditors, legal practitioners, organs of state, government, provincial and municipal bodies and other service providers who assist us in administering the employment relationship or employee-related benefits. Depending on the nature of the processing and the applicable arrangement, certain service providers or recipients may act as Operators, independent Responsible Parties or, where applicable, joint Responsible Parties.
- 2.4 **"PAIA Manual"**, means the manual that must be compiled and made available by a private body in terms of section 51 of the Promotion of Access to Information Act No.2 of 2000, as amended, detailing, amongst other things, the categories of records held by that private body and the procedure for accessing such records. *The Bidvest Group Limited PAIA Manual is available for download on The Bidvest Group Limited website.*
- 2.5 **"Personal Information"**, means Personal Information relating to any identifiable, living, natural person, and an identifiable, existing juristic person, including, but not limited to:

- 2.5.1 **In the case of an individual** it includes your name, address, contact details, date of birth, gender, place of birth, identity number, passport number, bank details, details about your employment, tax number, and financial information, vehicle registration, dietary preferences, financial history, information about your next of kin and or dependants and information relating to your education or employment history; and
- 2.5.2 **Special Personal Information** includes information relating to your race, pregnancy, national, ethnic or social origin, colour, physical or mental health, disability, criminal history, including offences committed or alleged to have been committed, membership of a trade union and biometric information, such as images, fingerprints and voiceprints, blood typing, DNA analysis, retinal scanning, and voice recognition.
- 2.5.3 **In the case of a legal entity**, it includes your name, address, contact details, registration details, financial and related history, B-BBEE score card, registered address, description of operations, bank details, details about your employees, business partners, customers, tax number, VAT number, and other financial information.
- 2.6 **"Processing" / "process" or processed**", means in relation to Personal Information, the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; dissemination by means of transmission, distribution or making available in any other form; merging, linking, as well as restriction, degradation, erasure or destruction of information; or sharing, transfer and further processing, including by physical, manual and automatic means. This is a wide definition and therefore includes all types of usage of your Personal Information by us including the initial processing when we first collect your Personal Information and any further and ongoing processing that is in accordance or compatible with the purpose of collection;
- 2.7 **"Purpose"** means the reason why your Personal Information needs to be processed by us;
- 2.8 **"Responsible Party"**, means The Bidvest Group Limited and /or the relevant subsidiary or Group company that, alone or together with others, determines the purpose of and means for processing your Personal Information;
- 2.9 **"You"** means you, the Data Subject, being a potential or actual employee (whether employed on a permanent, fixed-term, full-time, part-time or temporary basis), or a director, learner, student, bursary holder or applicant, who provides us with Personal Information, for processing.

3 APPLICATION

This Processing Notice applies to the following persons:

- 3.1 **Applicants:** persons who wish to apply for an employment position within our Group, or who apply for a learnership, scholarship, bursary, or study assistance.
- 3.2 **Employees and Directors:** persons who are employed by us, (whether on a permanent, fixed-term, full-time, part-time or temporary basis), or whom have been appointed as directors or committee members; or persons in learnership programmes and students who have been awarded scholarships, bursaries, or study assistance.

4 PURPOSE FOR PROCESSING YOUR PERSONAL INFORMATION

Your Personal Information will be processed by us for the following Purposes:

- 4.1 **Employment potential:** To conduct and communicate with you regarding recruiting and human resource administration, to manage recruitment, including legal eligibility for work and vetting Purposes, which includes receiving CVs and relevant supporting documents (qualifications, ID copies etc) and keeping same for future recruitment Purposes.
- 4.2 **Due diligence Purposes:** To carry out ongoing due diligence exercises including obtaining, verifying, and updating your details and or credentials, such as receiving and verifying your identity, education, qualifications and employment history, medical and health information only where relevant, lawful and reasonably necessary for the position, workplace accommodation, occupational health, fitness-for-work or other legitimate employment related Purpose, and related records, financial, credit and tax status and history, and or any employee

performance related history.

- 4.3 **Employment actual or ongoing:** To conclude an employment contract with you, to manage recruitment, promotion, and succession planning; and to conduct and communicate with you regarding your employment; your ongoing employment; and to perform human resources administration, financial administration, comply with labour, Tax and B-BBEE laws, management and organizational administration, training, and skills development, including performance assessments and disciplinary matters.
- 4.4 **Employment benefits:** To manage, administer and make available employee benefits and employee support services, including remuneration, relocation, insurance, payroll, pension, wellness programmes, employee assistance programmes, healthcare benefits, tax and other employee benefits, including disclosure to other affiliates within the Group and to others such as payroll providers, accountants, occupational health providers, wellness programme providers, healthcare providers, insurers, pensions administrators, hosting service providers and legal advisers. Such recipients may process the Personal Information as our Operators or as separate Responsible Parties, depending on the nature of the benefit, service and processing arrangement.
- 4.5 **Operational issues:** To communicate, enforce and ensure you comply with policies, including in relation to claims, disciplinary actions, or legal requirements and conducting investigations and incident response, including reviewing your communications in these situations in accordance with relevant internal policies and applicable law.
- 4.6 **Occupational health:** To manage occupational health, wellness and workplace support, absence and fitness for work and notifying of family members in emergencies.
- 4.7 **Travel:** To facilitate business travel, travel-related support including conference attendance, bookings, and emergency support services.
- 4.8 **B-BBEE:** To comply with applicable employment equity, B-BBEE and related legal or reporting obligations, including monitoring and reporting on relevant demographic and diversity information where lawfully required.
- 4.9 **Industrial Relations (IR) and Labour relations:** To manage membership to trade unions and collective agreements for administering collective employee arrangements where these are in place.
- 4.10 **Communications:** To make contact with you and to communicate with you generally or in respect of our requirements, or instructions, or to respond to you in order to comply with your specified or general instructions, and or specifically through various platforms including but not limited to the Bidvest employee digital app, email, Group-specific applications, and Microsoft Teams (herein collectively referred to as "Social and Business Media Portals").
- 4.11 **Marketing and promotional opportunities:** To communicate and offer to you, from time-to-time specific Bidvest Employee related marketing and promotional opportunities, including discounts and special offers in respect of goods and services and how you may go about responding to these offers. Where Consent is required, we will send such communications to you only if you have opted in. You may withdraw your Consent or opt out of receiving such communications at any time.
- 4.12 **Risk assessment and anti- bribery and corruption matters:** For internal and external auditing, assurance, and risk management Purposes; and to carry out organizational and enterprise-wide risk assessments, in order to detect and prevent bribery, corruption, fraud and abuse, to ensure sound cybersecurity, to comply with all relevant laws, as well as to identify and authenticate your access to our Social and Business Media Portals, goods, services or premises and generally to ensure the security and protection of all persons including employees, and persons when entering or leaving our sites and / or our Social and Business Media Portals) and/or to exercise our rights and to protect our and others' rights and/or property, including to take action against those that seek to violate or abuse our Social and Business Media Portals, systems, services, customers or employees and/or other third parties where applicable.
- 4.13 **Legal obligation and public law duty:** To comply with the law and our legal, regulatory, corporate governance and public reporting obligations, including registering with Regulators, obtaining and holding permits and certificates, registering for VAT, Tax, PAYE, SDL, COIDA and UIF, submitting reports, notices or returns, and processing and, where applicable, reporting or disclosing remuneration information for statutory, regulatory, governance and shareholder-reporting purposes. We may also process your Personal Information to litigate

and/or respond to a request or order from a SAPS official, investigator, court official, regulator or public authority.

- 4.14 **Security Purposes:** To permit you access to our offices, facilities, manufacturing or parking areas, our Social and Business Media Portals, as well as to controlled areas, for the Purposes of monitoring via CCTV, your interaction and access in and from our facilities described above, and for general risk management, security, and emergency incident control Purposes as well as for providing IT access and support and for employee authentication and for data and cybersecurity Purposes.
- 4.15 **Historical, statistical or internal research Purposes:** Records may be retained for historical, statistical or research Purposes in the context of employment.
- 4.16 **Effectuate the sale, merger, acquisition, or other disposition of any business (including in connection with any bankruptcy or similar proceedings):** to comply with our legal obligations and to change our business structure we may disclose your Personal Information in connection with proceedings or investigations anywhere in the world to third parties, such as public authorities, law enforcement agencies, regulators and third-party litigants. We may also provide relevant parts of your Personal Information to any potential acquirer of or investor in any part of the Group's business for the Purpose of that acquisition or investment.

5 DETAILS OF THE PERSONAL INFORMATION WE COLLECT FROM YOU

- 5.1 We will collect your Personal Information set out below for the Purposes described in this Processing Notice.

The supply of certain Personal Information is mandatory for us to comply with our legal, contractual, and operational obligations. Failure to provide this information may prevent us from: (a) establishing or continuing an employment relationship with you; (b) engaging with you; (c) fulfilling our legal obligations; or (d) providing you with necessary services related to your employment, application or position with us. Additionally, we may request that you voluntarily provide us with Personal Information, which, while the supply of the Personal Information is not mandatory, can enhance your experience in: (a) the employment relationship; or (b) your application process; or (c) relation to our services.

- 5.2 Where the Personal Information is collected directly from you, we will clearly indicate before collecting the Personal Information whether the supply of the Personal Information is voluntary or mandatory. In any other case, we will clearly indicate as soon as reasonably practicable after the Personal Information has been collected whether the supply of the information is voluntary or mandatory.

- 5.3 We will collect the following Personal Information:

- 5.3.1 **Your contact information**, such as name, alias, address, identity number, passport number, security number, phone number, cell phone number, vehicle make and registration number, social media user identity, email address, and similar contact data, serial numbers of equipment, details regarding the possession of dangerous weapons, and other contact information including details of your previous employers, memberships or affiliations, including professional bodies and trade unions, and similar data, which are required for various legitimate interests, contractual and/or lawful reasons pertaining to your application for employment or actual employment within the Group or pertaining to your application for a scholarship, bursary, learnership or study assistance or where you are granted a scholarship, bursary, learnership or study assistance.
- 5.3.2 **Career, Education, and Employment Related Information**, such as job preferences or interests, work performance and history, salary history, nationality and immigration status, demographic data, professional licensure information, and related compliance activities, accreditations and other accolades, education history (including schools attended, academic degrees or areas of study, academic performance, and rankings), and similar data, which are required for contractual or employment related matters or which are required to comply with laws and public duties.
- 5.3.3 **Specific identifiers, known as Special Personal Information**, which are required in order to protect legitimate interests, comply with legal obligations or public legal obligations, or in order to accommodate you in our workplaces, such as your race, disability-related information (B-BBEE related), religion (correct and fair treatment related), sexual and medical history including any medical conditions (to comply with laws and related to correct and fair treatment issues), trade union matters (to comply with laws and related to correct and fair treatment

issues), and financial, credit, and criminal history, (to protect our legitimate interests and to perform risk assessments), as well as children's details (benefits related) and biometrics such as fingerprints, which are required in order to provide you with access to our facilities, give you access to our information technology infrastructure, for security monitoring Purposes and in order to comply with health and safety requirements in the workplace.

- 5.3.4 **Demographic Information**, such as country, preferred language, age and date of birth, marital status, gender, physical characteristics, personal or household / familial financial status and metrics, and similar data, which are required for various legitimate interests, as well as contractual and/or lawful reasons pertaining to your actual employment with the Group.
- 5.3.5 **Your Image, still pictures, video, voice, and other similar data**, which are required in order to provide you with access to our facilities, give you access to our IT infrastructure and the Social and Business Media Portals, for security monitoring Purposes as well as for various public relations and corporate affairs Purposes and other lawful reasons pertaining to your employment with the Group.
- 5.3.6 **Public issued Identity Information**, such as government-issued identification information, tax identifiers, social security numbers, other government-issued identifiers, and similar data, which are required to comply with laws and public duties as well for other lawful reasons pertaining to your employment with the Group.
- 5.3.7 **Tax and Financial Information, banking details, and tax registration number and status**, which are required to perform contractual matters and / to comply with tax laws and public duties.
- 5.3.8 **IT Information, including IT security-related information (including IT usernames and passwords, authentication methods, and roles), and similar data**, which are required for various legitimate interests, contractual and/or lawful reasons pertaining to your actual employment with the Group.
- 5.3.9 **Health history and records**, which may constitute Special Personal Information, including medical status and history, occupational health information, fitness-for-work assessments, disability-related information, medical aid and healthcare benefit information, wellness programme information, employee assistance programme information, healthcare provider information, biometrics, medical examinations, psychometric assessments, blood type, and similar information, to the extent that such information is relevant, lawful and reasonably necessary for employment-related Purposes, the administration of employee benefits, occupational health and safety, workplace accommodations, wellness and employee assistance programmes, compliance with applicable laws, or other lawful employment-related Purposes. Where applicable, certain healthcare providers, wellness programme providers, employee assistance programme providers, medical schemes, insurers or other benefit providers may process such Personal Information as independent Responsible Parties and may only share with us such Personal Information as is necessary and lawful for the relevant purpose. Where appropriate, we will only receive confirmation of your eligibility for, participation in, or administration of a programme or benefit, and not the confidential clinical or counselling information processed by the relevant provider, unless such processing by us is authorised by you or otherwise permitted or required by law.
- 5.3.10 **Social Media and Online characteristics, identifiers, activities and presence**, such as information placed or posted on the Social and Business Media Portals, other social media and online profiles, online posts, and similar data, which are required for operational Purposes, various legitimate interests, contractual and/or lawful reasons, including those pertaining to your actual employment with the Group.

6 SOURCES OF INFORMATION - HOW AND WHERE WE COLLECT YOUR PERSONAL INFORMATION FROM YOU

Depending on your requirements, we will collect and obtain Personal Information about you either directly from you, from certain third parties, or from other sources which are described below:

- 6.1 **Direct collection:** You provide Personal Information to us when you:
 - 6.1.1 interact with us;
 - 6.1.2 enquire about, or apply for a position within our organization, including requesting or signing up for information;
 - 6.1.3 express an interest in working with us or apply for a job or position or bursary, learnership or sponsorship with us;
 - 6.1.4 take up a job or position with us;
 - 6.1.5 conclude a contract with us;

- 6.1.6 communicate with us by phone, email, chat, in person, or otherwise;
- 6.1.7 complete a questionnaire or other information request form.
- 6.2 **Automatic collection:** We collect Personal Information automatically from you when you:
 - 6.2.1 search for, visit, interact with, or use the Social and Business Media Portals, websites, applications, mobile applications, or other interrelated social media portals or platforms;
 - 6.2.2 access, use, or download content from us;
 - 6.2.3 open emails or click on links in emails or advertisements from us;
 - 6.2.4 otherwise interact or communicate with us.
- 6.3 **Collection from third parties:** We collect Personal Information about you from third parties, such as:
 - 6.3.1 recruitment or employment agencies, previous employees, and colleagues;
 - 6.3.2 your previous employer;
 - 6.3.3 regulators, professional or industry organizations and certification/licensure agencies that provide or publish Personal Information related to you;
 - 6.3.4 third parties and affiliates who deal with or interact with us or you;
 - 6.3.5 service providers and business partners who work with us or provide services, programmes, benefits or support you, to the extent that they are lawfully permitted to provide the relevant Personal Information to us;
 - 6.3.6 SAP, Home Affairs, Credit bureaus, and other similar agencies;
 - 6.3.7 Government agencies, regulators, and others who release or publish public records;
 - 6.3.8 other publicly or generally available sources, such as social media sites, public and online websites, open databases, and data in the public domain.

7 HOW WE SHARE YOUR INFORMATION

We share Personal Information for the Purposes set out in this Processing Notice with the following categories of recipients:

- 7.1 **Our employees, the Group and our affiliates:** We may share your Personal Information amongst our employees, affiliates, and the companies within our Group for employment, HR, IR, business, and operational Purposes.
- 7.2 **Your Contacts and other employees:** We may share your Personal Information with others with whom you have a relationship in order to fulfil or perform a contract or other legal obligation, including with third parties that arrange or provide you with goods or services and who we pay in connection with such access. We may also share your Personal Information with other employees in the Group.
- 7.3 **Business Partners, Service Providers, Operators and other Responsible Parties:** We may share your Personal Information with our third-party service providers to perform tasks on our behalf and which are related to our relationship with you, including financial benefits, health, medical and wellness programmes, healthcare service provider services and other employee benefits and to assist us in the offering, providing, delivering, analysing, administering, improving, and personalizing such services or products.
- 7.4 **Third Party Content Providers:** We may share your Personal Information with our third-party content providers to perform tasks on our behalf and to assist us in providing, delivering, analysing, administering, improving, and personalizing content related to our relationship with you, including financial benefits, health, medical, wellness programmes, employee assistance programmes, healthcare provider services and other employee benefits and may to this end pass certain requests from you to these providers.
- 7.5 **Cyber Third-Party Service Providers:** We may share your Personal Information with our third-party cyber service providers to perform tasks on our behalf and which are related to our relationship with you, including those who provide technical and/or customer support on our behalf, who provide application or software development and quality assurance, who provide tracking and reporting functions, research on user demographics, interests, and behaviour, and other products or services. These third-party service providers may also collect Personal Information about or from you in performing their services and/or functions. We may also pass certain requests from you to these third-party service providers.
- 7.6 **Advertisers and PR Agencies:** We may share your Personal Information with PR agencies, advertisers, advertising exchanges, and marketing agencies that we engage for advertising and promotional services, to deliver advertising, promotional material and offers, and to assist us in advertising and marketing our brand and products and services.

- 7.7 **Users:** We may aggregate information from public records, phone books, social networks, marketing surveys, business websites and applications, and other sources made available to us to create listings and profiles that are placed into user listings and directories. Additionally, if you choose to include your Personal Information in any reviews, comments, or other posts that you create, in particular on the Social and Business Media Portals, then that Personal Information may be displayed to other users as part of your posting.
- 7.8 **Regulators, shareholders and statutory or public reporting:** We may disclose your Personal Information to regulators, public authorities, stock exchanges and other bodies in order to comply with any applicable law or regulation, listing requirements and statutory reporting requirement and to comply with or respond to a legal process or law enforcement or governmental request.
- 7.9 **Other Disclosures:** We may disclose your Personal Information to third parties if we reasonably believe that disclosure of such information is helpful or reasonably necessary to enforce our terms and conditions or other rights (including investigations of potential violations of our rights), to detect, prevent, or address fraud or security issues, or to protect against harm to the rights, property, or safety of the group, our employees, any users, or the public.
- 7.10 **In the Event of a Merger, Sale, or Change of Control:** We may transfer this Processing Notice and your Personal Information to a third-party entity that acquires or is merged with us as part of a merger, acquisition, sale, or other change of control (such as the result of a bankruptcy proceeding).

8 HOW WE SECURE YOUR INFORMATION

- 8.1 The security of your Personal Information is important to us. Taking into account the nature, scope, context, and Purposes of processing personal information, as well as the risks to individuals of varying likelihood and severity, we have implemented technical and organizational measures designed to protect the security of Personal Information in accordance with applicable data protection laws. In this regard, we will conduct regular audits regarding the safety and security of your Personal Information.
- 8.2 Your Personal Information will be stored electronically which information, for operational reasons, will be accessible to persons employed or contracted by us on a need-to-know basis, save that where appropriate, some of your Personal Information may be retained in hard copy.
- 8.3 Once your Personal Information is no longer required due to the fact that the Purpose for which the Personal Information was held has come to an end, such Personal Information will be retained in accordance with the applicable Group entity's records retention schedule, which varies depending on the type of processing, the Purpose for such processing, the business function, record classes, and record types. We calculate retention periods based upon and reserve the right to retain Personal Information for the periods that the Personal Information is needed to: (a) fulfil the Purposes described in this Processing Notice, (b) meet the timelines determined or recommended by regulators, professional bodies, or associations, (c) comply with applicable laws, legal holds, and other legal obligations (including contractual obligations), and (d) comply with your requests.
- 8.4 Please note that notwithstanding the contents of this clause, no method of electronic storage is 100% secure. Therefore, while we strive to use commercially acceptable measures designed to protect Personal Information, we cannot guarantee its absolute security.

9 ACCESS BY OTHERS AND CROSS-BORDER TRANSFER

- 9.1 Where appropriate and required by law, disclosures to Operators and service providers will be governed by written agreements containing suitable confidentiality, security and data-protection obligations. Disclosures to regulators, courts, organs of state or other public authorities may be made where required or permitted by law.
- 9.2 Where your Personal Information is transferred to a party who is in a country which is situated outside South Africa, your Personal Information will only be transferred to such a party who is subject to a law or binding agreement which provide an adequate level of protection that effectively upholds the principles for reasonable Processing of the Personal Information that are substantially similar to the conditions for the lawful processing of Personal Information relating to a Data Subject who is a natural person and, where applicable, a juristic person,

and includes provisions, that are substantially similar in relation to the further transfer of the Personal Information from the recipient to third parties who are in a foreign country .

- 9.3 However, please note that no method of transmission over the Internet or method of electronic storage is 100% secure. Therefore, while we strive to use commercially acceptable measures designed to protect Personal Information, we cannot guarantee its absolute security.

10 YOUR RIGHTS

As a Data Subject you have certain rights, which are detailed below:

- 10.1 **The right of access:** You may ask us free of charge to confirm that we hold your Personal Information, or ask us to provide you with details, at a fee, of how we have processed your Personal Information, which can be done by following the process set out under our PAIA Manual.
- 10.2 **The right to rectification or deletion:** You have the right to ask us to update or rectify any inaccurate, irrelevant, excessive, out of date, incomplete, misleading Personal Information or Personal Information obtained unlawfully, and where any overriding legal basis or legitimate reason to process your Personal Information no longer exists, and the legal retention period has expired, you may request that we delete the Personal Information.
- 10.3 **The right to object to processing:** You may, on reasonable grounds relating to your particular situation, object to the processing of your Personal Information where the processing is necessary to protect your legitimate interests or is necessary for pursuing our legitimate interests or those of a third party to whom the information is supplied, unless applicable law provides otherwise.
- 10.4 **The right to withdraw Consent or to opt-out of promotional or marketing communications:** Where you have provided us with Consent to process your Personal Information, you have the right to subsequently withdraw your Consent.

The Bidvest Group Limited PAIA Manual and the applicable forms to exercise your rights are available for download on The Bidvest Group Limited website.

11 CHANGES TO THIS PROCESSING NOTICE

We may update this Processing Notice from time to time. Material changes will be communicated or made reasonably available through appropriate internal channels or on the relevant Group website.

12 CONTACT US

- 12.1 Any comments, questions or suggestions about this Internal Processing Notice or our handling of your Personal Information should be emailed to info@bidvest.co.za or information.officer@bidvest.co.za
- 12.2 NOTE: Any comments/questions/complaints received may be re-directed to the appointed Information Officer of the specific Group entity or subsidiary to which the matter relates.
- 12.3 Alternatively, you can contact us at the following postal address or telephone number:

Group Information Officer	Mrs. C. Krige	Address: Postal: P.O. Box 87274, Houghton, 2041	Tel: 011 7728700
Deputy Information Officer	Mrs F Techet	Address: Postal: P.O. Box 87274, Houghton, 2041	Tel: 011 7728700

- 12.4 Our switchboard is open 9:00 am – 16:00 pm South African Standard Time, Monday to Friday. Our switchboard team will take a message and ensure the appropriate person responds as soon as possible.

13 PROCESSING PERSONAL INFORMATION OF ANOTHER

- 13.1 If you process another's Personal Information, you will keep such information confidential and will not, unless

authorized to do so, process, publish, make accessible, or use in any other way such Personal Information unless in the course and scope of your duties, and only for the Purpose for which the information has been received and related to the duties assigned to you.

- 13.2 You will also observe The Bidvest Group Data Protection Policy which sets out the rules and regulations regarding the processing and protection of Personal Information and/or data to which you, as an employee, have access in the course and scope of your duties, and you shall report any infringement relating to the manner in which Personal Information or other data is processed to the appointed Information Officer of the relevant Group entity.

14 COMPLAINTS

- 14.1 Should you wish to discuss a complaint, please feel free to contact us using the details provided above.
- 14.2 All complaints will be treated in a confidential manner.
- 14.3 Should you feel unsatisfied with our handling of your Personal Information, or about any complaint that you have made to us, you are entitled to submit your complaint to the South African, Information Regulator who can be contacted at:

Physical address:	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg
Telephone number:	Toll-Free: 0800 017 160 Landline: 010 023 5200
Email address:	enquiries@inforegulator.org.za
Website:	www.inforegulator.org.za

15 ACKNOWLEDGMENTS, CONSENT AND INFORMATION PROVIDED BY YOU

By providing us with the Personal Information which we require from you as listed under this Processing Notice:

- 15.1 You acknowledge that you understand why your Personal Information needs to be processed.
- 15.2 You acknowledge that your Personal Information may be processed and transferred, including across borders, in accordance with this Processing Notice and applicable law.
- 15.3 Where your Consent is required for any processing referred to in this Processing Notice, we will obtain your Consent before undertaking the relevant processing. Your voluntary participation in or use of a particular programme, benefit or service, may constitute Consent to us processing that Personal Information for the applicable Purpose. Where we rely on another lawful basis for processing, including the performance of a contract, compliance with a legal obligation, our legitimate interests or the performance of a public law duty, your Consent is not required.
- 15.4 Where you provide us with another person's Personal Information, you confirm that you are authorised or otherwise lawfully entitled to provide the information to us and that, where required, you have informed that person of the relevant processing.

Version Date: July 2026.