



IMPORTANT INFORMATION:

1. This document contains the basic framework of a privacy notice but does not include all applicable information, you will have to assess your business to determine what other information must be made available.

Computin Wireless PTY LTD t/a Wi-5 Wireless Privacy Notice

Introduction:

This is the privacy notice of Computin Wireless PTY LTD t/a Wi-5 Wireless to inform clients on how the company uses their personal details.

Who we are:

Computin Wireless PTY LTD t/a Wi-5 Wireless is a Wireless Internet Service Provider, providing clients with an internet connection as well as internal network services. We provide the service to both the business sector as well as the private sector.

The type of personal information we collect:

We currently collect and process the following information:

- Full names and Surname
- Contact numbers
- ID number
- Physical address
- Email address

How we get the personal information and what we use is for:

1. Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Full names: To address the invoice to the client.
- Contact number: To send SMSs in case of a tower outage, to contact client for after sales support when needed.
- ID number: Used for person verification upon application for the service.
- Physical address: This is needed for onsite service, since the installations are fixed to an address.
- Email address: This is needed to send out invoices to clients.

2. We also receive personal information indirectly, from the following sources in the following scenarios:

- Experian. This is an ID check to capture full names of clients, in order to prevent fraud.

3. We use the information that you have given us in order to:

- Service the client with internet.
- Send invoices to clients.
- Be in contact with clients on after sales queries and communication.
- Prevent fraudulent activity.

We may share this information with:

- We do not share information with any third parties.

When will we process your personal information:

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consist out of the following:

- The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent;
 - The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
 - The processing complies with an **obligation** imposed by law on the business;
 - The processing protects a **legitimate** interest of the data subject;
 - The processing is necessary for the proper performance of a **public law** duty by the business;
- Or
- The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.

How we store your personal information:

Your information is securely stored:

We keep your information for two years after cancelation on a secure database. We will then dispose your information by automatic deletion from the secure database.

Your data protection rights:

- You are entitled to access your personal data by sending a written request to Jackie Strydom (Information officer). We may charge you a fee for this service.
- You may also request Jackie Strydom (Information officer) to correct or supplement any of your personal data which Jackie Strydom (Information officer) will undertake as soon as practicable.
- Request the destruction of your personal data. Jackie Strydom (Information officer) will consider your request in light of any other laws or regulations prohibiting her from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at 018 290 5520 or jackie@wi5wireless.co.za if you wish to make a request.

Contact details:

Name: Jackie Strydom

Address: 55 Piet Cronje Street, Baillie Park, Potchefstroom, 2531.

Phone Number: 018 290 5520

E-mail: jackie@wi5wireless.co.za

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at the above mentioned contact details.

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

Their contact details are as follows:

The Information Regulator (South Africa)

33 Hoofd Street

Forum III, 3rd Floor Braampark

P.O Box 31533

Braamfontein, Johannesburg, 2017

Complaints email: complaints.IR@justice.gov.za