



Privacy Policy

1. Introduction

- 1.1 This privacy policy describes how we collect, process and use your personal information. PRW Attorneys are committed to protecting and respecting your right to privacy and we always do our best to ensure that the use of your personal information is done in a legal and reasonable manner. By accessing our website and providing us with information, you agree to this privacy policy.
- 1.2 We have appointed Ian Patterson-Roberts as our information officer. He is responsible for overseeing all queries or objections in relation to this privacy policy. You may contact our information officer on ian@prwattorneys.co.za.
- 1.3 This privacy policy applies in addition to any other agreement that you may enter into with us.
- 1.4 We reserve the right, in our discretion, to change, add or remove portions of this privacy policy, from time to time, without notification to you. You are advised to review the policy for any changes.

2. What is Personal Information?

- 2.1 The Protection of Personal Information Act 4 of 2013 (POPI) controls how personal information is collected, used and protected. The Act defines personal information as information relating to an identifiable, living, natural person, and where applicable, an

identifiable, existing juristic person. It includes basic information like a name, identification number, telephone number and e-mail address.

- 2.2 Personal information also includes what is referred to as special personal information such as the disability, physical or mental health, religion, beliefs, culture or even personal opinions of a person.
- 2.3 The collection of special personal information requires higher levels of protection. PRW Attorneys will generally not process this type of information unless it is absolutely necessary for us to enforce or defend an obligation in law, or unless we have obtained your prior consent to do so. PRW has implemented the appropriate policies as required by law, to process special personal information.

3. What Personal Information do we collect?

- 3.1 The personal information we may collect include the following: -
 - 3.1.1 Full names and identity numbers,
 - 3.1.2 Contact details including telephone numbers, e-mail address and postal address,
 - 3.1.3 Place of residence,
 - 3.1.4 Employment details and history,
 - 3.1.5 Bank account details,
 - 3.1.6 Next of kin details,
 - 3.1.7 All information as required by the Financial Intelligence Centre Act, 38 of 2001 (FICA), as amended, with which the firm is obliged to comply.
- 3.2 This list is not exhaustive and other personal information may be collected on certain occasions depending on the circumstances of your engagement with us.

4. The Collection of Personal Information

4.1 Your personal information is collected through various sources, which include but are not limited to: -

4.1.1 Direct – through the use of our services or website or if requested by us,

4.1.2 Third Party – We may on occasion collect your personal information from a third party. Information will only be collected in this manner for legitimate business purposes or when the information has been made publicly available,

4.1.3 Cookies – a cookie is a piece of data that stores information and allows us to identify return visitors to our website. Cookies do not and cannot access any data on your computer. You are entitled to disable the use of cookies however this may result in some parts of the website not functioning optimally.

5. The Use of Personal Information

5.1 In terms of POPI we may only use your personal information for legitimate and legal business purposes. The manner in which we may use your personal information includes: -

5.1.1 Providing you with our services,

5.1.2 Verifying your identity and updating our systems to include you as a client.

5.1.3 Complying with our statutory and regulatory obligations,

5.1.4 Responding to queries through e-mail or our website,

5.1.5 The improvement of our services done by analysing certain information collected, including cookies,

5.1.6 Sending you information about our services.

6. Sharing of Personal Information

6.1 We will only share your personal information for business purposes related to our business activities or for providing our services to you. These activities include but are not limited to: -

6.1.1 The enforcement or protection of your or our legal rights,

6.1.2 Any complaints raised,

6.1.3 Marketing,

6.1.4 The enforcement of any agreement between you and PRW attorneys,

6.2 Where we are required by our business operations, we may also share your personal information with our service providers. This is only done to the extent that it is required by the service providers in their provision of services to us. Any sharing of personal information with our service providers is regulated by written agreements which will regulate our relationship and contain non-disclosure and confidentiality provisions.

6.3 Where required by law, we may also share your personal information with agents, contractors, employees or law enforcement agencies. We will only share your information where it is necessary for us to do so.

6.4 We confirm that we will not share your personal information to third party marketing agencies.

7. Security of Personal Information in our Possession

7.1 The security of your personal information is of the utmost importance to us. We take all reasonable technical and business measures to secure the integrity of your personal information. We protect your personal information through the use of technological safeguards including firewalls and physical and electronic access control to our business premises. Only employees who require your personal information to perform their operational duties are granted access to your personal information.

- 7.2 We periodically assess our security measures to ensure that we are always compliant with all legislation and are in line with good practices.
- 7.3 Despite the above measures being taken when processing your personal information and special personal information, as far as the law allows, we will not be liable for loss, claim and/or damage arising from any unauthorised access, disclosure, misuse, loss, alteration or destruction of your personal information and/or your special personal information.
- 7.4 We may from time to time include links to third party websites which do not fall under our supervision or control. We do not accept responsibility for your privacy or the content of these websites. The purpose of these links is to provide further information about specific subjects that we deem to be of particular importance or interest.

8. Retention of your Personal Information

- 8.1 We may keep your personal information for as long as you are a client of PRW Attorneys, continue to engage with us, provide services or products to us or access our website or for as long as is reasonably necessary or until you request that we destroy it,
- 8.2 We may also keep your personal information if it is required or permitted by law or code of conduct.

9. Your Rights to Object

- 9.1 You have the right at any time to, on reasonable grounds, object to us using your personal information,
- 9.2 You have the right at any time to do the following: -
- 9.2.1 Block all cookies associated with our website,

- 9.2.2 Request access to your personal information,
- 9.2.3 Request the correction of your personal information,
- 9.2.4 Request the deletion of your personal information where there is no longer a lawful basis for the retention or continued use of your information,
- 9.2.5 Request restriction of processing of your personal information,
- 9.2.6 Withdraw your consent previously given for the processing of your information.

9.3 We may refuse to carry out any of your requests, if allowed by law,

9.4 We may charge a fee for attending to any of the above requests, as far as allowed by law.

10. Children's Personal and Special Information

10.1 We will not knowingly collect information of children (persons under the age of 18) without the express consent from a parent or legal guardian to do so,

10.2 We may collect personal information of children where we are allowed or obliged to do so by law.

11. Dealing with Security Breaches

11.1 We are obliged in terms of POPI to report any security breach to the information regulator as well as the individual or company concerned.

11.2 If you want to report any breaches regarding your personal information, kindly notify us by sending an e-mail to ian@prwattorneys.co.za.

12. Details of the Information Regulator

12.1 If you feel that PRW attorney's attempts to resolve any of your complaints have been inadequate, you may lodge a complaint with the South African Information Regulator. The Information Regulator's contact are as follows: -

- Website: <https://www.justice.gov.za/infoereg/>
- Address: SALU Building, 316 Thabo Sehume Street, Pretoria.
- Contact Number: (012) 406 4818
- E-Mail Address: infoereg@justice.gov.za

12.2 If you reside or are located outside of the Republic of South Africa, you may contact your regulator in your country.