

## Intuate Group Privacy Statement

This privacy statement is effective as of 1<sup>st</sup> June 2021. Please note that this privacy statement is going to be updated regularly to reflect any changes within the way we handle your personal data or any changes in applicable laws.

This document encompasses everything you need to know about how Intuate Group (Pty) Ltd and its affiliates, subsidiaries (Intuate Services, Emveliso, Intuate Solutions, Intuate Engagement Technologies) and newly acquired companies, hereinafter referred to as Intuate Group, protect the personal data we gather and control relating to you. It also includes the rights you have in reference to the processing of your personal data.

Below, is a general description on how Intuate Group protects your personal data. Further to the below, we also include specific information on the following:

- [How do we use your personal data when you visit Intuate Group's website?](#)
- [How do we use cookies \(and other tracking technologies\) on our website?](#)
- [How can we use your personal data for marketing purposes?](#)

### 1. How does Intuate Group protect your personal data?

Intuate Group assigns great importance to your right to privacy and therefore the protection of your personal data. We would like you to feel safe when you deal with Intuate Group, so that you know your personal data is in good hands.

Intuate Group protects your personal data in accordance with applicable laws and our own data privacy policies. Intuate Group upholds the suitable technical and organisational measures to protect your personal data against unauthorised or unlawful processing and/or against accidental loss, alteration, disclosure or access, or accidental or unlawful destruction of or damage thereto.

We own all the core aspects of our technology stack. This not only helps us deliver superior customer experience but also provides a much-needed assurance for our customers. Our customers need not worry about any competitor gaining "backdoor analytics" about how their service is performing. We take care to nurture the relationship with our customers and believe our users' trust is truly non-negotiable. The few instances where we use third-party integrations to provide service enhancements, can be found later in this statement.

The following sections provide further details as to how Intuate Group processes your personal data:

- [Which categories of personal data do we collect and how do we process such personal data?](#)
- [For which purposes and on which legal basis do we use your personal data?](#)
- [Will we share your personal data with third parties?](#)
- [What about sensitive data?](#)
- [What about data security?](#)
- [Where will your personal data be processed?](#)
- [How long will we retain your personal data?](#)
- [Which rights do you have concerning the processing of your personal data?](#)

### Which categories of personal data do we collect and how do we process such personal data?

We collect personal data of our employees, potential employees, candidates, clients, suppliers, business contacts, shareholders, and website users. If the data we collect is not listed in this privacy statement, we will give individuals (when required by law) fitting notice of which other forms of data will be collected and how it will be used.

The personal data we collect are described in the tables below and any other categories of personal data referred to in this privacy statement.

Below is also a table defining the categories of personal data we collect:

<b>Category of personal information</b>	<b>Types of personal information captured by category</b>
Personal details, contact details, and identifiers.	Name, pronoun, all types of identifiers and contact details (such as e-mail, phone numbers, physical address) and occasionally, when necessary for specific purposes, gender, date of birth, age, place of birth.
Commercial information.	History and records of the products and services you have obtained from Intuate Group.
Marketing and research information.	Identifiers – the IP address, social media handle or other online identifiers of a person, e-mail address/mobile number if used for direct marketing, and name and address.  Demographic data - (e.g. income, family status, age bracket, gender, interests, pets, home ownership, health, current service providers).  Browser/web history data and preferences expressed through selection/viewing/purchase of goods, services and content.  Social media content – blogs, posts and anything posted by an individual online or which mentioned/references an individual.  Analytics and profiles of the individuals based on the data collected on them.

Sensitive data and biometric information.	Intuate Group may also collect certain types of sensitive information when permitted by local law or with your consent, such as health/medical information (including disability status and dietary requirements/allergies in the framework of the events we organize/sponsor) or biometric information, for example as when you elect to use fingerprint authentication.
Audio-visual materials.	Photograph, and images/footage captured/recorded on CCTV or other audio, video and related security/monitoring systems or captured during marketing/public filming events/sessions (including recording of virtual or live workshops or similar events/sessions).
Position and professional or employment-related information.	Professional or employment-related information, such as description of current position, job title, employer, location, and Intuate Group contact(s).
System and application access data and Internet and electronic network activity information.	Where you are provided with access to Intuate Group's systems, Intuate Group may collect information required to access such systems and applications such as System ID, LAN ID, e-mail account, instant messaging account, mainframe ID, system passwords, and internet or other electronic network activity information, including access logs, activity logs, and electronic content produced using Intuate Group's systems.
Cookies and geolocation data.	As described below, we also may collect geolocation data in some circumstances. Please see our <a href="#">Cookies policy</a> for more details regarding our use of cookies.

In addition, for recruitment/employment purposes, Intuate Group may process the personal information set out in the below table.

Additional personal details, contact details and identifiers.	In addition to the personal details listed above, Intuate Group may collect additional personal information for recruitment /employment purposes, such as national identification number, insurance information, marital/civil partnership status, domestic partners, dependents, emergency contact information, military history, professional/personal calendar availability/scheduling information for meeting/communication purposes.
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Education information and professional or employment-related information.	Intuate Group may collect information about your education and professional or employment-related information, such as your employment history.
Sensitive data for recruitment purposes.	Intuate Group may collect certain types of sensitive information when permitted by local law or with your consent, such as health/medical information (including disability status), trade union membership information, religion, race or ethnicity, minority flag, and information on criminal convictions and offences. Intuate Group collects this information for specific purposes, such as health/medical information to accommodate a disability or illness (subject to legal limits on the timing of collection of such information and other applicable limitations) and to provide benefits; background checks and diversity-related personal information (such as race or ethnicity) in order to comply with legal obligations and internal policies relating to diversity and anti-discrimination.
Documentation required under immigration laws.	Intuate Group may collect data on citizenship, passport data, and details of residency or work permit (a physical copy and/or an electronic copy).
Financial information for payroll/benefits purposes.	Your banking and other relevant financial details we need for payroll/benefits purposes.
Talent management information.	Information necessary to complete a background check, details on performance decisions and outcomes, performance feedback and warnings, e-learning/training programs, performance and development reviews (including information you provide when asking for/giving feedback, creating priorities, updating your input in relevant tools), driver's license and car ownership information, and information used to populate biographies.
Requested recruitment information.	Information requested to provide during the recruitment process, to the extent allowed by applicable law.
Recruitment information you submit.	Information that you submit in résumés / CVs, letters, writing samples, or other written materials (including photographs).
Information generated by us during recruitment.	Information generated by interviewers and recruiters related to you, based on their interactions with you or basic Internet searches, where allowed, under applicable law.

Recruitment information received from third parties.	Information related to you provided by third-party placement firms, recruiters, or job-search websites, where applicable.
Audio-visual materials.	Photograph and images/audio/footage captured/recorded on CCTV or other video systems when visiting our office or captured in the course of events. These may include but are not limited to recruitment events, video recruitment interviews, during any other virtual and live events (including recordings during virtual workshops, webinars or similar events).
Recommendations.	Recommendations related information provided on your behalf by others.
Immigration.	Documentation and related information required under immigration laws.
Employment history and background checks.	Information about your prior employment, education, and where applicable and allowed by applicable law, credit history, criminal records or other information revealed during background screenings.
Diversity related information.	Information about race/ethnicity/religion/disability/gender and self-identified LGBT status, for purposes of government reporting where required by law, and to understand the diversity characteristics of the Intuate Group workforce, subject to legal limits.
Assessment information.	Information generated by your participation in psychological, technical or behavioural assessments. You will receive more information about the nature of such assessments before your participation in any of them.

Certain information is required by law or by Intuate Group policies (including management of an employment relationship with Intuate Group); however, your decision to supply any personal data to us is voluntary. You may not be subject to consequences if you do not wish to produce us with your personal data. Please note that if you decide not to provide certain information, we might not be able to complete some or all of the needs outlined in this privacy statement. You will not be able to use certain tools and systems that require such personal information data.

Suppose you were to provide us with the personal data of another individual (for instance, a possible employee/referral). In that case, you are liable for ensuring that such a person is aware of our privacy statement. The person must have given their consent to you for sharing the information with Intuate Group.

The categories mentioned above of non-public data are obtained either directly from you (for example, after you provide information to sign up for a newsletter or register for an event) or indirectly from certain third parties (for example, through our website’s technology). Such third parties include our affiliates, public authorities, public websites and social media, suppliers and vendors.

**For what purpose and on what legal basis can we use your personal data?**

Intuate Group uses your personal data only where required for specific purposes. Please view the table below for an inventory of the needs that Intuate Group uses your personal data and a summary of the legal basis for each individual purpose.

Purpose	Legal basis
Managing our contractual and/or employment relationship with you.	Necessary for the performance of a contract to which you are a party.
Recruitment.	Justified based on our legitimate interests for ensuring that we recruit the appropriate employees.
Facilitating communication with you (including facilitating meetings, communication in emergencies, and providing you with requested information).	Justified based on our legitimate interests for ensuring proper communication and emergency handling within the organisation.
Operating and managing our business operations, including or being part of the provision of our services to our clients and their employees/contractors and their customers, for example, collecting their data as part of surveys, data analytics, market research, or other purposes.	Justified based on our legitimate interests for ensuring the proper functioning of our business operations.
Complying with legal requirements.	Necessary for compliance with a legal obligation to which we are subject.
Monitoring your use of our systems (including monitoring the use of our website and any apps and tools you use).	Justified based on our legitimate interests of avoiding non-compliance and protecting our reputation.

<p>Social listening - identifying and assessing what is being said about Intuate Group and our clients on social media (only publicly accessible content). This enables us to improve our services by understanding sentiment, intent, mood, market trends, and our stakeholders' needs. We do this through keyword searches, and our goal is to gain insights into conversation trends over a specified period and not to identify an individual. To achieve this, we analyse and monitor conversation streams and monitor publicly available opinions, statements or other interactions on social media channels.)</p>	<p>Justified based on our legitimate interest in protecting our assets and our brand on social media</p>
<p>Improving the security and functioning of our website, networks and information.</p>	<p>Justified on the basis of our legitimate interests for ensuring that you receive an excellent user experience and our networks and information are secure.</p>
<p>Undertaking data analytics, i.e. applying analytics to business operations and data to describe, predict and improve business performance within Intuate Group and/or to provide a better user experience. (more details on how we run analytics on our website can be found in our <a href="#">cookies policy</a>).</p>	<p>Justified on the basis of our legitimate interests for ensuring the proper functioning of our business operations.</p>
<p>Marketing our products and services to you (unless you objected against such processing, as further described in the section <a href="#">“How do we use personal data for marketing purposes?”</a> below).</p>	<p>Justified on the basis of our legitimate interests for ensuring that we can conduct and increase our business.</p>
<p><b>Specific Recruitment/Employment Purposes</b></p>	<p><b>Legal basis</b></p>
<p>Assess your suitability for employment for the role for which you are applying, as well as future roles that may become available.</p>	<p>Justified on the basis of Intuate Group's legitimate interests of ensuring that it recruits the appropriate employees.</p>
<p>Manage your application.</p>	<p>Justified on the basis of Intuate Group's legitimate interests of ensuring that it recruits the appropriate employees.</p>

Facilitate communication with you.	Justified on the basis of Intuate Group’s legitimate interests of ensuring proper communication within the organisation and with you.
Perform administrative functions (e.g. reimburse you for interview-related expenses).	Justified on the basis of Intuate Group’s legitimate interests of ensuring that it recruits the appropriate employees.
Perform data analytics, including analysis of our applicant pool in order to better understand who is applying to positions at Intuate Group and how to attract and keep top talent.	Justified on the basis of Intuate Group’s legitimate interests of ensuring that it continually improves its recruitment processes.
In some cases, record your online interview for review by additional recruiters and hiring managers.	Justified on the basis of Intuate Group’s legitimate interests of ensuring that it recruits the appropriate employees.
If you register on our Careers website, we will enter you into a database to receive future mailings about Intuate Group positions and events. You may also receive personalised job recommendations while browsing our Careers website.	Justified on the basis of Intuate Group’s legitimate interests of ensuring that it recruits the appropriate employees.
Transfer your contact information, education data, employment data, application information and the CV, all as supplied by you in our recruitment system, to the Intuate Group talent base—a site that we maintain to notify you about new positions, internally and externally, that may be of interest to you.	Justified on the basis of Intuate Group’s legitimate interests of ensuring that it recruits the appropriate employees.
Administration of employee benefits	Justified on the basis of Intuate Group’s legitimate interests of ensuring that our employees receive the applicable benefits.
Perform any legally-required reporting and respond to legal process.	Compliance with a legal obligation.



Specific alumni information related purposes	Legal basis
To contact alumni periodically with communications about events, publications or employment opportunities with Intuate Group or an external party, which we feel might interest you, unless you ask not to be contacted. You will have an opportunity to opt-out of receiving further messages.	Justified based on our legitimate interest in ensuring proper communication with, and sending marketing to, our alumni.
To share alumni information with other internal Intuate Group systems, specifically our internal sales tool (salesforce.com), to contact you with industry-relevant information.	Justified based on our legitimate interest in ensuring proper communication with our alumni and sending marketing information.

In the above table, we state that we depend on our legitimate interests for a given purpose; however, we are aware that our legitimate interests are not overridden by your interests, freedom, and the rights you have in relevance to the processing activity.

We will process your personal data for the aforementioned purposes supported by your prior consent to the extent that such consent is mandatory under applicable laws.

To the extent you are asked to click on/check “I accept”, “I agree” or similar buttons/checkboxes/functionalities in relevance to a privacy statement, doing so will be considered as providing your consent to process your personal data, only within the countries where such consent is required by mandatory law. In all other countries, such action will be considered as a mere acknowledgement. Therefore, the legal basis of processing your personal data will not be your consent but any other applicable legal basis.

We will not use your personal data for purposes that are incompatible with the needs of which you have been hereby informed of unless it is required or authorised by law, or it is in your vital interest (e.g. in case of a medical emergency) to do so.

**Will we share your personal data with third parties?**

We may transfer personal data to our service providers, professional advisors, public and governmental authorities or third parties in reference to a (potential) corporate or commercial transaction. Such third parties could be located in other countries. Before we do so, we shall take the required steps to ensure that your personal data is given adequate protection as required by relevant data privacy laws and Intuate Group’s internal policies. Intuate Group might also transfer your personal data to any of its global affiliates/partners to further any visits to our Intuate Group locations.

For example, we may disclose personal information to third parties for other business purposes as follows:

- We share your information with third-party service providers that provide services to us, including billing, payment processing, customer service, email deployment, advertising and marketing, security and performance monitoring, maintaining or servicing accounts,

processing or fulfilling orders and transactions, verifying customer information, research, data hosting, auditing, and data processing;

- To protect and defend the legal rights, safety, and security of Intuate Group, our affiliates, users, or the general public, including to safeguard against fraud and malicious activity; and
- For other business purposes described within this privacy statement or for any other purpose disclosed to you at the time we collect the data or pursuant to your consent.

We may also share your information regarding a considerable corporate transaction, like the sale of a website, a merger, consolidation, asset sale, initial public offering, or within the unlikely event of a bankruptcy.

Unless you are otherwise notified, any transfers of your personal data to third parties will be based on supported decisions or are governed by the standard contractual clauses. Any other related transfers of your personal data happen in accordance with the appropriate international data transfer mechanisms and standards.

#### **What about sensitive data?**

We do not generally seek to gather sensitive data (also referred to as special categories) through this site or otherwise. Within the limited cases where we seek to gather such data, we will do this according to data privacy law requirements and/or ask for your consent.

The term “sensitive data” refers to the various categories of personal data identified by data privacy laws as requiring special treatment, including, in some circumstances, the necessity to get explicit consent from you. These categories include racial or ethnic origin, political opinions, religious, philosophical or other similar beliefs, membership of a trade union, physical or psychological state, biometric or genetic data, sexual life or orientation, or criminal convictions and offences (including information about suspected criminal/illegal activities).

#### **What about data security?**

We take every reasonable precaution to protect your personal information (including information about your activities) from theft, unauthorised access and disruption of services. Our security controls are designed to maintain an appropriate level of data confidentiality, integrity, and availability. We regularly test our website, data centres, systems, and other assets for security vulnerabilities.

However, we cannot guarantee the security of any personal information that you willingly disclose online. Please note that we process and collect your personal information when you use our website, contact us electronically or complete a quotation or application form online. When you use any of our online services, you will be given a username and password. Always keep this information safe and never disclose it to anyone.

#### **Where will your personal data be processed?**

As an organisation with offices in Edenvale, South Africa, and operations within the country, the personal data we collect may be transferred or be accessible throughout Intuate Group’s business and between its entities and affiliates.

Any such transfers throughout Intuate Group’s businesses happen in accordance with the applicable data privacy laws and our Corporate Rules.

Our Corporate Rules reflect the standards contained in data privacy laws (including the General Data Protection Regulation). Having our Corporate Rules means that all our group entities have to comply with the same internal rules. It also implies that your rights stay identical no matter where Intuate Group processes your data.

### **What are the sources we get your personal information from?**

Suppose we do not obtain your personal information directly from you. In that case, we may obtain it from the following sources: publicly available sources (registers or the internet), (prospective) members of the board of directors, shareholders, Intuate Group employees, Intuate Group's affiliates, subsidiaries and newly acquired businesses, contractors, employers of our contractors, public authorities, public websites and social media, previous employers, suppliers and vendors (including third-party data providers) and educational institutions.

In section 4, you can find more information on the sources of your personal information for marketing purposes.

### **How long will we retain your personal data?**

We will retain your data only for as long as it is important to us. We maintain specific records management and retention policies and procedures so that personal data are deleted after a reasonable time according to the following retaining criteria:

- We retain your data as long as we have an ongoing relationship with you (particularly if you have an account with us).
- We will only keep the information while your account is active or for as long as needed to provide services to you.
- We retain your data for as long as required to accommodate our legal and contractual obligations.
- We retain your data as long as is required by legislative law (specifically related to financial laws etc.).

### **What rights do you have regarding the processing of your personal data?**

You are entitled (in the circumstances and under the conditions, and subject to the exceptions, set out in applicable law) to:

- Request access to the private data we process about you: this right entitles you to know whether we hold personal data about you and, if we do, to get a copy of that personal data.
- Request a rectification of your personal data: this right entitles you to have your personal data be corrected if it is inaccurate or incomplete.
- Object to the processing of your personal data: this right entitles you to request that Intuate Group no longer processes your personal data.
- Request the erasure of your personal data: this right entitles you to request the erasure of your personal data, including where such personal data would no longer be necessary to attain the needs.

- Request the restriction of the processing of your personal data. This right entitles you to request that Intuate Group only processes your personal data in limited scenarios, together with your consent.
- Request portability of your personal data: this right entitles you to receive a replica (in a structured, commonly used and machine-readable format) of personal data that you have provided to Intuate Group or request Intuate Group to transmit such personal data to a different data controller.

To the extent that the processing of your personal data is predicated on your consent, you have the right to withdraw such consent at any time by contacting Intuate Group's [Data Privacy Officer](#). Please note that this will not affect Intuate Group's right to process personal data obtained before the withdrawal of your consent or its right to continue parts of the processing supported on other legal bases than your consent.

If, despite our commitment and efforts to safeguard your personal data, you believe that your data privacy rights have been violated, we encourage and welcome individuals to come to Intuate Group first to seek resolution of any complaint. You have the right at all times to register a complaint directly with the relevant supervisory authority or to create a claim against Intuate Group with a competent court (either within the country where you reside, the country where you are employed or the country where you deem that the data privacy law has been infringed).

## **2. How do we use personal data when you visit Intuate Group's website?**

In addition to the information set out above, the following sections describe how we use personal data when you visit Intuate Group's website:

- [What personal data do we gather?](#)
- [Do we include \(links to\) websites and programs of third parties?](#)
- [What do we use personal data that we collect from our websites for?](#)

### **What personal data do we gather?**

Intuate Group collects personal data on its websites in two ways:

1. Directly (for example, when you fill in our submission form)
2. Indirectly (for example, through our website's technology)

We may collect and process the following personal data:

- Personal data that you provide by filling in forms on our website. This includes registering to use the website, subscribing to services, newsletters and alerts, registering for a conference or requesting a white paper or further information. Pages that collect this type of personal data may provide further information as to why your personal data are needed and how it will be used. It is entirely up to you whether you want to provide it.
- If you contact us, we may keep a record of that correspondence.
- We may ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

- Any postings, comments or other content that you upload or post to an Intuate Group website.
- Our website collects personal data about your computer, including (where available) your IP address, operating system and browser type, for system administration, to filter traffic, to look up user domains and to report on statistics.
- Details of your visits to our website, the pages you view and resources you access or download, including but not limited to, traffic data, location data, weblogs and other communication data. Please see the [Cookies section](#) below for more information.

### **Do we include (links to) websites and programs of third parties?**

Our websites may include:

- Links to and from the sites of our partner networks, advertisers and affiliates.
- Certain programs (widgets and apps) of third parties. Where this is the case, note that such third parties may process your personal data collected through such programs for their own purposes.

We do not accept any responsibility or liability for such third parties' sites or programs. Please check such third parties' terms of use and privacy statements before using and providing any information to such third parties' sites and programs.

### **What do we use personal data that we collect from our websites for?**

We use personal data for the purposes described in the section [“For which purposes and on which legal basis do we use your personal data?”](#) above, as well as to provide you with information you request, process online job applications, and for other purposes which we would describe to you at the point where it is collected. For example:

- Links to and from the sites of our partner networks, advertisers and affiliates.
- Certain programs (widgets and apps) of third parties. Where this is the case, note that such third parties may process your personal data collected through such programs for their own purposes.

We analyse your IP and browser information to determine what is most effective about our website, to assist us to identify ways to improve it and make it more effective.

### **3. How do we use cookies (and other tracking technologies)?**

In addition to the information set out above, this section describes how we use cookies and other tracking technologies.

We analyse your IP and browser information to determine what is most effective about our website, to assist us to identify ways to boost the performance of our website and, eventually, to work out how we can tailor our website to create a more positive and relevant user experience.

#### **4. How do we use personal data for marketing purposes?**

In addition to the information set out above, the following sections describe how we use personal data for marketing purposes:

- [What are the sources of marketing data?](#)
- [Do we send targeted emails?](#)
- [Do we maintain Customer Relationship Management \(CRM\) databases?](#)
- [Do we combine and analyse personal data?](#)
- [Do we share personal data with third parties?](#)
- [What are your rights regarding marketing communications?](#)

##### **What are the sources of marketing data?**

The bulk of the personal data we collect and use for marketing purposes relates to individual employees of our clients and other companies with whom we have existing business relationships. We may also collect contact information from public sources, including content made public on social media, to make an initial contact with a relevant individual at a client or other company.

##### **Do we send targeted emails?**

We send mailers to individuals at our clients or other companies with whom we want to develop or maintain a business relationship in accordance with applicable marketing laws. Our targeted email messages typically include web beacons, cookies, and similar technologies that allow us to know whether you open, read, or delete the message, and links you may click. When you click a link in a marketing email you receive from Intuate Group, we will also use a cookie to log what pages you view and what content you download from our websites, even if you are not registered at or signed into our site.

Targeted mailers from Intuate Group will include additional data privacy information, as required by applicable laws.

##### **Do we maintain Customer Relationship Management (CRM) databases?**

Like most companies, Intuate Group uses customer relationship management (CRM) database technology to manage and track our marketing efforts. Our CRM databases include personal data belonging to individuals at our client and other companies with whom we already have a business relationship with or would like to develop one. The personal data used for these purposes includes relevant business information, such as: contact data, publicly available information (e.g. board membership, published articles, press releases, your public posts on social media sites if relevant for business purpose), your responses to targeted email (including web activity following links from our emails), website activity of registered users on our website, and other business information included by Intuate Group professionals based on their personal interactions with you. If you wish to be excluded from our CRM databases, please use the unsubscribe button at the bottom of each mailer. Alternatively, [contact us](#) and request to be removed from our database. Note: You may be subscribed to multiple different databases within our organisation depending on brand and solution offering that we have provided to you.

### **Do we combine and analyse personal data?**

We may combine data from publicly available sources, and from our different email, website, and personal interactions with you (this includes information collected across our different websites such as our careers and corporate sites and information collected when you sign-up or log on to our sites or connect to our sites using your social media credentials (such as LinkedIn). We combine this data to assess your experience with Intuate Group and perform the other activities described throughout our privacy policy.

### **Do we share personal data with third parties?**

In addition to the third parties mentioned in the section [“Will we share your personal data with third parties?”](#) above, we may share your personal data with marketing agencies and/or clients (where applicable and required).

### **What are your rights regarding marketing communications?**

You can exercise your right to prevent marketing communications by checking certain boxes on the forms we use to collect your personal data, or by utilising opt-out mechanisms in emails, we send to you. You can also exercise the right to discontinue marketing communications to you or to have your personal data removed from our customer relationship management (CRM) databases at any time by using the unsubscribe button on our mailers or by [contacting us](#) directly. In such cases, we will retain minimum personal data to note that you opted out in order to avoid contacting you again on that specific topic.

We like to keep our customers informed of the latest products and services offered by us and our service providers. When you use a new product or service from us, we will ask you what your marketing preferences are. If you do not want to receive marketing from us, you can change your preference on the DMSA or by contacting us on the details. Note that even if you choose not to receive marketing from us, we may still communicate with you regarding things like service updates, product changes, responses to service requests and for other transactional or administrative purposes.

## **5. How else can we use your personal data?**

In addition to the information set out above, the following sections describe other specific personal data uses by some Intuate Group affiliates.

Below, we provide you with further details about how we process your personal data related to any content creation/production purposes.

### **Content creation/production activities**

Some Intuate Group entities are in the business of content production. We may process your personal data for these videos, marketing, advertising, or related content creation, production, and distribution activities.

*What personal data do we process in connection with production activities?*

- The personal data that we process for production purposes include images and footage of you and may include your location at the time of filming.

- If you are a member of public, we will diligently attempt to make you aware of our location and filming activities in advance and will give you an opportunity not to enter the location where filming is taking place.
- If you are a focus of our filming activities (i.e. a contributor or talent such as an interviewee, extra or actor, as opposed to a member of public) we will also collect and process your name, contact information and any other information provided in any pre-filming questionnaires and/or release forms, such as next of kin details.
- We may also collect and process special categories of data, such as health or disability information, to the extent that this is necessary to enable us to make any necessary adjustments to our filming arrangements to assist or support you.

## 6. Contact us

For disputes regarding our collection or use of your Personal Information/Data or for more information, or questions or comments concerning the Privacy Policy, please contact the Intuate Group Information Officers listed below.

You may contact us at any time for the following reasons:

- You have a general question about how Intuate Group protects your personal data.
- You wish to exercise your rights in relation to your personal data rights.
- You would like a copy of the full version of our Corporate Rules.
- You wish to make a complaint about Intuate Group's use of your data.

Our address is 130 Terrace Road, Sebenza, Edenvale, 1610.

### **Information Officer**

Nicolette De Wit

[dataprivacyofficer@intuategroup.com](mailto:dataprivacyofficer@intuategroup.com)

### **Deputy Information Officer**

Andre Le Roux

[dataprivacyofficer@intuategroup.com](mailto:dataprivacyofficer@intuategroup.com)

You may also stop email messages and other promotional mailings by contacting Intuate Group at the above address or emails.

Our goal is to resolve all disputes through our internal processes. If you have a complaint regarding our collection, use, disclosure or retention of Personal Information, we will take appropriate steps to address any adverse effects, to promote future compliance and to prevent repetition of the mistake.

This Privacy Policy serves as the Intuate Group Privacy Policy with POPI and GDPR regulations as the primary guiding policy but not the only guiding policy.