

**INDUSTRIAL DEVELOPMENT
CORPORATION
OF SOUTH AFRICA LIMITED (IDC)**

PRIVACY STATEMENT

Version 1.0

1. INTRODUCTION

The Industrial Development Corporation (“IDC” or “our” or “we”), is a state institution established as such in terms of the Industrial Development Corporation Act No.22 of 1940 to promote economic growth and industrial development and in so doing may be required to collect, use and store Personal Information of clients and other stakeholders, as the case may be. Protecting clients’ Personal Information is important to the IDC and as such we treat clients’ Personal Information with the utmost confidence. This is in line with the South African Constitution which protects a person’s right to privacy, which include the right to protection against unlawful collection, retention, dissemination and use of the person’s Personal Information.

The Protection of Personal Information Act 4 of 2013 (“POPIA”, the “**Act**”) has as its main objective, the regulation of the collection, use, storage, disclosure and processing of Personal Information in accordance with the requirements of the Act espouses the constitutional values of democracy, openness, and recognising the need for economic and social development.

According to section 18 of the Act, if Personal Information is collected, the responsible party must take reasonably practicable steps to ensure that the Data Subject is made aware of the information being collected and where the information is not collected directly from the Data Subject, the source from which it is collected, including those where the collection of information is required for contractual or legal purpose and / or is required for the purpose of protecting the legitimate interests of the IDC. Personal information as defined by the Act is any information that can be used to identify you as an individual, and where applicable, a legal entity. Examples of such Personal Information are your identity number, registration number, account number, telephone number, email address, physical address, or other unique identifiers.

Given the importance of the right to privacy, the IDC has an obligation to protect all Personal Information and recognises the need to comply with statutory requirements insofar as the Processing of Personal Information is concerned. This Privacy Statement (Statement) is therefore to enable all our clients (current and prospective) and/or potential clients to understand how their information is collected, used, and safeguarded. This document sets out how your Personal Information will be used by the IDC and applies to any information, including Personal Information and Special Personal Information that you give to the IDC or which the IDC may collect from third parties.

2. DEFINITIONS

2.1 For the purpose of this Statement:

- 2.1.1 **“Data Subject”** means any person to whom the specific Personal Information relates, as contemplated in the Act, herein also referred to as “you” or “you’re” for purposes of this Statement;
- 2.1.2 **“IO”** means the Information Officer of the IDC;
- 2.1.3 **“Personal Information”** means information relating to an identifiable, living, natural person, and (where applicable) an identifiable, existing juristic person, including the name, race, gender, marital status, address, identity number of a person, registration numbers or a juristic person, symbol, e-mail address, physical address, telephone number, location information, online identifier, or other particular assignment to the person;
- 2.1.4 **“Processing” or “Process” or “Processed”** means any activity that involves the use of Personal Information. It includes any operation, activity or any set of operations, whether by automatic means, concerning Personal Information, including:
- 2.1.4.1 the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
 - 2.1.4.2 disseminating by means of transmission, distribution or making available in any other form or;
 - 2.1.4.3 merging, linking as well as restriction, degradation, erasure, or destruction of information.
- 2.1.5 **“Special Personal Information”** means Personal Information concerning the religious or philosophical beliefs, race or ethnic group, trade union membership, political persuasion, health, sex life or biometric information of a Data Subject or criminal behavior of a Data Subject to the extent that such information relates to the alleged commission by a data subject of any offence; or any proceedings in respect of any offence allegedly committed by a Data Subject or the disposal of such proceedings;
- 2.1.6 **“Social Media Platforms”** means web-based platforms such as Facebook, LinkedIn, Twitter, Pinterest, YouTube, Instagram, WeChat, WhatsApp, TikTok, Blogs and all other similar social media or communication platforms; and
- 2.1.7 **“Website”** means the IDC’s website located at <https://www.idc.co.za/>

3. ABOUT THIS PRIVACY STATEMENT

- 3.1 This statement describes how the IDC Processes Personal Information from or about you.
- 3.2 The IDC is a corporation registered according to the laws of the Republic of South Africa; with its primary place of business at 19 Fredman Drive, Sandton, Johannesburg, 2146.
- 3.3 The IDC is a “Responsible Party”. This means that we are responsible for deciding how we hold and use Personal Information about you. We are required under data protection legislation to notify you of the information contained in this Privacy Statement.
- 3.4 The IDC may share your Personal Information in the course of a business transfer, where all or part of our business is merged, sold or reorganised; Personal Information about you may be shared with the successor entity. The principles of this Statement shall bind any successors in title of the IDC.
- 3.5 This Statement applies to all Data Subjects who visit the Website and all Data Subjects who provide the IDC with Personal Information.

4. INFORMATION WE COLLECT AND RECEIVE

In most instances, providing your Personal Information to us is voluntary. Sometimes, it may be mandatory to provide your Personal Information to us especially if you intend to establish a business relationship with us. If you fail to provide certain information when requested, we may not be able to perform products and services you requested from us, or we may be prevented from complying with our legal obligations.

We collect and receive information about you in the following ways:

4.1 Personal Information you give to us

This includes any information that we collect from you:

- 4.1.1 when you apply or otherwise sign up to utilise our products and services;
- 4.1.2 by filing in forms on our websites, or those provided to you;
- 4.1.3 when you enter a competition, promotion or complete a survey;
- 4.1.4 by posting comments or content on the Social Media Platforms of the IDC; or
- 4.1.5 when you contact us, or we need to contact you and you provide information directly to us.

4.2 Personal Information we collect

When you apply or register to use our products and/or services, you will be required to provide us with the following information, your:

- 4.2.1 name and surname;
- 4.2.2 contact number and email address;
- 4.2.3 physical address;
- 4.2.4 registration, identity or passport number; and
- 4.2.5 date of registration or date of birth.

4.3 Personal Information we collect or receive when you use our Website or Social Media Platforms

We collect Personal Information when you use the Website or Social Media Platforms of the IDC by using cookies, web beacons and other technologies. Depending on how you access and/or use our Website, we may receive:

- 4.3.1 log in information;
- 4.3.2 input into our information repository based on your recent interaction with our products and services;
- 4.3.3 device information (e.g., the type of device you are using, how you access platforms, your browser or operating system and your Internet Protocol); and
- 4.3.4 location information.

4.4 Information from third-party sources

We may receive additional information about you that is publicly available and combine that with the Personal Information we have collected or received about you using other means. We may also collect Personal Information from third parties to assess and/or verify your eligibility for an application for our products and/or services, in which case we will first ask for your consent before Processing such Personal Information.

4.5 Special Personal Information

In limited circumstances, we may collect and Process your Special Personal Information. When we process your Special Personal Information, we will ensure that we obtain your prior consent to do so.

5. HOW WE USE THE INFORMATION WE COLLECT AND RECEIVE

We use the Personal Information we collect and receive for the following general purposes:

- 5.1 to assess your application to use our products and/or services;
- 5.2 in line with the Financial Intelligence Centre Act 38 of 2001 to assess the risk of fraud, money laundering and countering the financing of terrorism;
- 5.3 conclude or fulfill obligations in terms of a financial agreement based on the financial product or service offered to you;
- 5.4 search, update or place your records at credit reference bureaus and/or government agencies;
- 5.5 assess your ability to give collateral of any kind, including guarantees or suretyships;
- 5.6 refer you to an appropriate third-party service provider;
- 5.7 communicate with you and carry out your instructions and requests;
- 5.8 respond to your enquiries or complaints and provide the necessary support;
- 5.9 keep you informed of any new service offering/s and/or product/s, events and general news pertaining to the IDC business;
- 5.10 obtain your feedback on IDC's customer service and product offering/s through surveys or one-on-one interviews;
- 5.11 meeting record-keeping obligation as prescribed by the National Archives and Records Services Act (NAARSA); and any other related legislation;
- 5.12 to comply with legislative, regulatory, risk and compliance requirements (including directives, sanctions, and rules);
- 5.13 to comply with voluntary and involuntary codes of conduct and industry agreements;
- 5.14 processing payment instruction which may include but are not limited to a debit order;
- 5.15 to fulfill our obligations as contemplated in paragraphs 6 and 7 (as applicable)

It is your right to refuse to provide the IDC with your Personal Information, but this refusal may limit the IDC's ability to provide you with full and adequate products and/or services to you.

6. HOW WE SHARE THE INFORMATION WE COLLECT AND RECEIVE

We will share the Personal Information we collect and receive with:

- 6.1 our affiliates, in other words, other companies in our group, shareholders and the South African Parliament to ensure transparency to the public on how we use public funds;
- 6.2 third party funders, in instances where the IDC is facilitating funding for said third party funder and is legally required to provide records of the beneficiaries;
- 6.3 internally with our employees and third-party service providers who will be assigned Processing your application;

- 6.4 other parties in response to legal processes pursuant to a court subpoena or when necessary to conduct or protect our legal rights;
- 6.5 companies that provide services to us or act on our behalf that may gain access to the Personal Information about you. These companies access to Personal Information will be limited to such Personal Information necessary for the rendering of services to you.

In respect of all approved and disbursed financing agreements, we will publicise a list of the funded clients on the Website in order to comply with our legal obligations to publicly disclose records of funded clients. This will include Personal Information which shall include but not limited to the client business partner number, client name, province and the country of operation and the amount funded.

7. YOUR RIGHTS

- 7.1 Your use of IDC Website or Social Media Platforms, followed by your submission of information to us, means that you have consented to the collection and Processing of your Personal Information as described in this Privacy Statement.
- 7.2 You have the right to withdraw your consent for that Processing of your data at any time. This can be done by contacting our Deputy Information Officer on:

Full Name	Tshepo Legodi
Physical Address:	19 Fredman Drive Sandton 2196
Postal Address	PO Box 784055 Sandton 2146
Telephone Number	011 269 3504
Fax Number	011 269 3115
Email	pairequests@IDC.co.za

- 7.3 Once notification has been received that you want to withdraw your consent, we will no longer process your Personal Information for the purpose/s you originally agreed to, unless we have another legitimate basis for doing so by law.

- 7.3 You have the right to ask us not to contact you for marketing purposes. This right can be exercised at any time on notice to us on the official communication channels communicated in the product and/or service for which the Personal Information was provided. We will not send you marketing messages if you tell us not to; however, we may in certain instances need to send you service-related messages.
- 7.4 Our Website uses cookies. If you wish to reject our cookies, you can configure your browser to do so.
- 7.5 We want to make sure that any data we Process about you is up to date. Thus, if you think your Personal Information is inaccurate, kindly contact us using the information contained in paragraph 7.2 so that we may correct, remove and/or replace it.

8. RETENTION OF DATA

The IDC will keep your information only for as long as is necessary for the purposes set out in this Statement or in compliance with any other legal and/or any statutory obligations for use in the resolution of disputes, enforcement of our legal agreements and policies. We may keep your personal information for longer than required if you have agreed to this or we are lawfully allowed to do so.

We will take all reasonable steps to ensure appropriate safeguards are in place to prevent your Personal Information being used for any other purpose, than that which it was collected; and when the retention period ends, we will attempt to destroy or de-identify it as We may reasonable deem appropriate

9. OUR COMMITMENT TO SECURITY

The security of your Personal Information is important to us. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security. However, we do employ several reasonable safeguards intended to mitigate the risk of unauthorised access or disclosure of your Personal Information. We will use our best endeavors to protect your Personal Information and will at all times comply with our obligations under applicable law.

10. TRANSFER OF DATA

- 10.1 We are based in and operate from the Republic of South Africa [the Republic]. Your information, including Personal Information may in certain circumstances be transferred to and maintained on servers located outside the borders of The Republic or the country of your residence, where the data privacy laws, regulations and standards, may not be equivalent to the laws of the Republic and those of your country of residence. In such an instance, we will endeavor to ensure that the Act's minimum requirements are upheld in the applicable jurisdiction(s)

- 10.2 Your use of the Website and furnishing of Personal Information in support of your application for our products and/or service, represents your consent to such transfer.
- 10.3 We will take all steps reasonably necessary to secure the Personal Information in accordance with this Statement.

11. LINKS TO OTHER WEBSITES

Our Website or Social Media platforms may contain links to and from websites, mobile applications, or services of third parties, advertisers or affiliates. Please note that we are not responsible for the privacy practices of such third parties and advise you to read the Privacy Statements of each website you might visit in relation to your Personal Information.

12. CHANGES TO THIS PRIVACY STATEMENT

We may amend this Privacy Statement document from time to time. All such amendments will be updated to our Privacy Statement and posted on our Website or Social Media Platforms and will be effective from the date of the publication.

13. ACCESS TO, CORRECTION AND DELETION OF YOUR PERSONAL INFORMATION

- 13.1 You may request details of the Personal Information we hold about you under the Promotion of Access to Information Act, 2000 (“PAIA”). Fees to obtain a copy or a description of Personal Information held about you, are prescribed in terms of PAIA. Confirmation of whether we hold Personal Information about you may be requested free of charge. Should you wish to obtain a copy of your Personal Information held by the IDC, please review our PAIA Manual located <https://www.idc.co.za/paia-manual>.
- 13.2 It is your responsibility to ensure that Personal Information that the IDC holds about you is accurate and up to date and failure to provide updates from time to time as may be required may result in the non-approval of applications / limitations and cancellation of our products and/or services offered to you, as applicable.
- 13.3 You have the right in certain circumstances to request the destruction or deletion of and, where applicable, to obtain restrictions on the processing of Personal Information held about you to the extent applicable, we shall endeavor to comply with your request, subject to the provision of paragraph 8 above. If you wish to exercise this right, please contact us using the details set out below in clause 15.
- 13.4 You have the right to object on reasonable grounds to the Processing of your Personal Information. This right however is subject to our obligations to Process such Personal Information, where the Processing is carried out to protect our legitimate interest or your legitimate interest contemplated by the Act.

14. COMPLAINTS

- 14.1 Should you believe that the IDC has utilised or is utilising your Personal Information contrary to this Statement, you undertake to first attempt to resolve any concerns with us.
- 14.2 If you are not satisfied with the outcomes, you have the right to lodge a complaint with the Information Regulator, using the contact details below:

Email address: complaints.IR@justice.gov.za

Physical address: JD House
27 Stiemens Street
Braamfontein
Johannesburg, 2001

15. IDC DEPUTY INFORMATION OFFICER'S CONTACT DETAILS

If you have any comments or questions about this Policy or how we handle your Personal Information, please contact the Deputy Information Officer [IO] on the below details:

IO Name: Ms. Tshepo Legodi

Email Address : paiarequests@IDC.co.za

Contact Number: **011 269 3504**

Physical Address: 19 Fredman Drive, Sandton, 2196

Postal Address: PO Box 784055, Sandton 2146