

PRIVACY NOTICE

THE SECRECY AND CONFIDENTIALITY OF ANY INFORMATION IN WHATEVER FORMAT CONNECTED WITH YOUR ORGANISATION IS GUARANTEED AT BROOKE INTERNATIONAL.

A common request from potential clients is to be provided with references from existing clients. The nature of our business precludes us from arbitrarily publishing a list of the companies with whom we work. In the event that you require a reference on a specific service or from a client in an industry similar to yours, we will be most happy to approach one or more of our clients for permission to quote them as a confidential reference.

The secrecy and confidentiality of any information in whatever format connected with your organization is guaranteed at BROOKE INTERNATIONAL. At inception of any assignment, we present you with a secrecy agreement in your favour, which binds BROOKE INTERNATIONAL and any associates to absolute discretion.

Thank you for taking the time to learn more about us. We will be pleased to deal with your specific inquiries in more detail and look forward to welcoming you as another satisfied client.

- **What information will we collect?**

Name & Surname, Telephone number, email address, ID number, Company details, Banking details and if other information that might be needed.

We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

You agree to provide accurate and complete personal information. Should you fail to provide accurate Personal Information: we may refuse to process your request for services.

- **Why do we collect Personal Information?**

We collect personal information in order to liaise with you telephonically, via our website or email so that we may:

1. respond to any query or comment received from you.
2. enable us to process, validate and verify information and requests for the supply of services.
3. for the purposes for which you specifically provided the information; and

- **Minors**

If you are under 18 years of age (minor), we will require the consent of your parent/guardian/competent person before we process such personal information.

- **Processing of Information**

We will share your personal information:

1. in order to comply with applicable law or with legal process served on our company.
2. in order to protect and defend the rights or property of our company; and

3. with employees and/or third parties who assist us in providing services to you and thus require your personal information in order to render a proper and efficient service. We will ensure that all such employees and third-party service providers, having access to your personal information, are bound by confidentiality agreements.

- **Security Measures**

We will:

1. treat your personal information as strictly confidential.
2. take appropriate technical and organisational measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access.
3. promptly notify you if we become aware of any unauthorised use, disclosure or processing of your personal information.
4. provide you with reasonable evidence of our compliance with our obligations under this policy on reasonable request; and
5. We will not retain your personal information longer than the period for which it was originally required, unless we are required by law to do so, or you consent to us retaining such information for a longer period.

ALTHOUGH WE TAKE THE AFOREMENTIONED PRECAUTIONS IN PROTECTING YOUR PERSONAL INFORMATION, WE SHALL HOWEVER NOT BE LIABLE FOR ANY LOSS OR DAMAGE, HOWSOEVER ARISING, SUFFERED AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION IF BEYOND OUR REASONABLE CONTROL.

- **Your rights**

You have the right at any time to:

1. rectify the Personal Information collected by us.
2. object to the processing of Personal Information (subject to legislation).
3. request the return or destruction of Personal Information (subject to legislation).
4. lodge a complaint with the company.

Personal Information processed by us will not be routed/transferred to a third party in a foreign country or international organizations.

All enquiries must be addressed to the information officer: **Martin Jones** who can be contacted via email at **martin@brookeinter.com**.

If you are not satisfied with our response to your query, you may approach the following regulatory body for further assistance:

The Information Regulator (South Africa)

JD House

27 Stiemens Street

Braamfontein

Johannesburg

2001

Complaints email: POPIAComplaints@inforegulator.org.za