



Mentis Privacy Policy

Introduction

Mentis understands the importance of protecting your personal information and values and respects such information.

This Privacy Policy describes how **Mentis** collects and uses your personal information. With whom we share it and your rights in relation to your personal information.

This applies to your personal information that we collect during your interactions with us through either our websites, in writing and orally or personal information that we may collect offline or receive from 3rd parties.

The Mentis group entities covered by this policy include:

- Andrew Mentis (Pty) Ltd, **Mentis Africa**
- Andrew Mentis Properties (Pty) Ltd, **Mentis Properties**

What Information do we collect?

Mentis aims to comply with the Protection of Personal Information Act, No.4 of 2013 (POPI), which comes into effect on 1 July 2021. Personal information is defined in POPI as information relating to an identifiable, living natural person, and where applicable, an identifiable, existing juristic person.

You may interact with **Mentis** either as a potential customer, customer, supplier, or any other juristic entity. Depending on how you interact with us and the specific information you may share with us, personal information we collect may include, but without limitation, the following:

- Entity details, address, contact details, banking details, registration number, correspondence that would reveal the identity of a data subject.
- Biometric details, criminal behaviour, date of birth, disabilities, education, email address, employment, full name, identification number, race, ethnicity, or gender.
- Login details.

We may also collect other information that does not personally identify you. Such other information includes browser and device information, website usage data, IP addresses, demographic information such as

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Andrew Mentis (PTY) Ltd.

Directors: Andrew Mentis (Chief Executive Officer) | Barry Worthington (Director) | Michael Cherry (Director)
| Ian Grant Cillie (Managing Director)

Reg no: 1960/002319/07 | **Address:** 147 North Reef Rd, Activia Park, Elandsfontein, Gauteng, South Africa, 1406



geographic location, home language, and information collected through cookies and other technologies information that has been anonymised or aggregated. If we link this information with your personal information, we will treat such linked information as personal information.

You may however choose not to provide personal information to **Mentis** when requested to do so.

How we collect Personal Information

We may collect your personal information from you in a variety of ways when you interact with **Mentis**, including:

- **When you interact with us in any way to use or procure our solutions, products, and services, or access our Internet Services:**
 - We collect personal information when you place orders for our solutions, products, and services. We process your orders and payment transactions, perform administrative and business functions, market our solutions, products, and services.
- **When you communicate with us:**
 - We collect personal information when we respond to your inquiries and requests, obtain feedback from you about our solutions, products and services or you apply for employment with us.
 - We collect personal information from third parties, business partners and third parties that provide list enhancement or similar services.
- **When you interact and communicate with us in any way, to tender, offer, or supply solutions, products, and services to us.**
 - We collect personal information as part of the supplier relationship to secure a procurement transaction.
- **When you enter into a contractual agreement with us:**
 - We collect personal information to assess our risk when entering into an agreement with you including director names, contact details, credit risk, criminal records, financial status, and references.
- **When you use our website:**
 - We may, automatically collect data, including personal information using cookies and similar technologies. For more information, see the "Cookies and Similar Technologies" section below.



Legal basis for processing your personal information.

When we process your personal information in connection with the purposes set out in this Privacy Policy, we may rely on one or more of the following legal bases, depending on the purpose for which the processing activity is undertaken and the nature of our relationship with you:

- Our legitimate interests (or those of a third party with whom we share your personal information) for the purpose of managing, operating, or promoting our business, and administrative purposes, except where such interests are overridden by your interests or fundamental rights or freedoms which require protection of personal information.
- Where this is necessary to comply with a legal obligation on us.
- Where you have consented for such processing to take place.

Use of your personal information.

We may use your personal information to:

- Administer your account or contractual agreement.
- Respond to your enquiries, send administrative communications to you, and fulfil your requests.
- Obtain your feedback about our services, products and solutions including through client satisfaction surveys.
- Assess the performance of our products and service.
- Update our records and keep your contact details up to date.
- Establish, manage, and maintain our business relationship with you.
- Process and respond to privacy requests, questions, concerns, and complaints.
- Fulfil legal and contractual obligations.

Sharing your personal information

Mentis may share your personal information for the purposes set out in this Privacy Policy (as applicable):

- With fellow subsidiaries of the holding company for the purposes set out in this Privacy Policy.
- With service providers to provide operational services, including but not limited to client support, data analytics and auditing.
- Where applicable, for credit reference, fraud prevention or business scoring agencies, or other credit scoring agencies.



- For debt collection agencies or other debt recovery organisations.
- In connection with any joint venture, merger, sale of company assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or to another company.
- Where you consent to the sharing of your personal information.

For other legal reasons:

- We may share your personal information in response to a request for information by a competent authority in accordance with, or required by any applicable law, regulation, or legal process.
- Where necessary to comply with judicial proceedings, court orders or government orders, or
- To protect the rights, property, or safety of **Mentis**, its directors, its business partners, yours, others, or as otherwise required by applicable law.

Any third parties with whom we share personal information are contractually required to implement appropriate data protection and security measures to protect personal information and are not permitted to use personal information for any purpose other than the purpose for which they are provided with or given access to personal information.

Security of your personal information

Mentis is committed to protecting your personal information from accidental or unlawful destruction, damage, loss, alteration, unauthorised access, or disclosure by using reasonable, appropriate, physical, administrative, and technical safeguards and contractually requiring that third parties to whom we disclose your personal information do the same.

Links

Our website may contain links to third party websites. We are not responsible for and make no representations or warranties in relation to the privacy practices or content of any 3rd party websites. Your use of such sites is subject to the applicable 3rd party Privacy Policy and is at your own risk.

Cookies and Similar Technologies

When you access our website, we use cookies (small text files containing a unique ID number which are placed on your PC or device) and similar technologies including scripts, embedded web links and web beacons. We use cookies to assist us with activities such as:



- Keeping track of information, you have provided to us,
- Improving your browsing experience,
- Customising our interactions with you,
- Storing and managing your preferences and settings,
- Compiling statistical data,
- Analysing the performance and usability of our website,
- Measuring traffic patterns for our website, and
- Determining which areas of our website has been visited.

These technologies collect information that your browser sends to our website including your browser type, information about your IP address (a unique identifier assigned to your computer or device which allows your PC or device to communicate over the Internet), together with the date, time and duration of your visit, the pages you view and the links you click.

Retaining your personal information

We will retain your personal information for as long as is necessary to fulfil the purpose for which it was collected unless a longer retention period is required to comply with legal obligations, resolve disputes, protect our assets, or enforce agreements. The criteria we use to determine retention periods include whether:

- We are under a legal, contractual, or other obligation to retain personal information, or as part of an investigation or for litigation purposes,
- Personal information is needed to maintain accurate business and financial records,
- If applicable, your employment status or contractual agreement with us,
- You have consented to us retaining your personal information for a longer retention period, in which case, we will retain personal information in line with your consent.

Updates to this Privacy Policy

We may update this Privacy Policy at any time. If we do, we will update the "last modified" section at the bottom of this Privacy Policy. We encourage you to regularly review this Privacy Policy to stay informed about our privacy practices.



To Contact Us

Attention: The Information Officer: Mentis Africa, or

The Information Officer: Mentis Properties

Per email: InformationOfficer@mentis.com

In writing: Mentis, 147 North Reef Road, Activia Park, Elandsfontein, 1406

Your sincerely,


Ian Gilie

Managing Director Mentis

Africa