

**AGREEMENT REGULATING ACCESS, PROCESSING & STORAGE PERSONAL INFORMATION OF  
IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT ("POPIA")**

CUSTOMER NAME: \_\_\_\_\_

IDENTITY NUMBER: \_\_\_\_\_

**"the Customer"**

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**TWENTY FOUR SEVEN INTO AFRICA LOGISTICS (PTY) LTD** Registration Number **2019/542347/07**  
(**"the Company"**) is committed to compliance with the Protection of Personal Information Act. No. 4 2013  
(**"POPIA"**).

In this agreement, the following words bear the meanings associated with them below:

**"Personal Information"** means information relating to an identifiable, living, natural person, including:

- 1) Financial information related to a person, including information provided by the Customer, or information obtained from a Credit Bureaux or from CIPC (the Companies and Intellectual Property Commission);
- 2) Any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person; and/or
- 3) The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about that person.

**"Data Subject"** means each director of the Customer and each shareholder of the Company that is a natural person.

**WHEREAS:**

In the course of the Company's customer verification and credit vetting processes, the Company will collect and process Personal Information related to Data Subjects.

The Company is committed to ensuring that any processing of Personal Information related to Data Subjects is limited to the express purposes of opening and management of an account for the Customer and that such processing is compliant with POPIA.

**IT IS HEREBY AGREED THAT:**

1. The Customer consents to the Company:
  - a. performing a credit search on the Customer's record, as well as the record of Data Subjects, with one or more of the registered Credit Bureaux when assessing the Customer's Application for Credit (and at any other time in the Company's discretion);
  - b. recording the existence of the Customer's account with any Credit Bureau; and/or

- c. recording and transmitting details of how the Customer has performed, and how the account is conducted by the Customer in meeting its obligations on the account.
2. The Customer acknowledges and agrees that any information regarding its credit worthiness, defaults in payment to the Company, and details of its account with the Company is conducted may be disclosed to any other creditor of the Customer or any registered Credit Bureaux, after 21 (twenty-one) days' notice having been given to the Customer.
3. The Customer consents to the collection, processing and storage of Personal Information by the Company related to Data Subjects, for the purposes of both the opening and ongoing management of a customer account.
4. The Customer warrants and represents that:
  - a. it has concluded a contract with each Data Subject; and that in terms of such contract, the Customer has obtained the consent from such person to the processing of Personal Information by suppliers in the credit vetting process; and
  - b. the processing of Personal Information by the Company is necessary for the legitimate interests of the Company in the Company's credit vetting process.
5. The Customer warrants that all Personal Information supplied to the Company is accurate, up to date, is not misleading and that it is complete in all respects.
6. The Customer undertakes to immediately advise the Company of any changes to the relevant Personal Information of a Data Subject, but not limited to, a change of ownership or control in the Customer.
7. The Company undertakes:
  - a. to act in accordance with POPIA in relation to the collection, processing and storing of Personal Information related to the Customer. The processing of Personal Information by the Company will be limited to the purposes set out herein and will not be excessive;
  - b. not to disclose the Customer's Personal Information unless it is legally or contractually required or for its legitimate business purposes; and
  - c. to use reasonable efforts in order to ensure that Personal Information related to Data Subjects in its possession or processed on its behalf is:
    - i. kept confidential;
    - ii. stored in a secure manner; and
    - iii. processed in terms of the provisions of POPIA, and, for the purposes for which the Company has been authorized;
  - d. to take reasonable steps to identify risks associated with the processing of the Customer's information and establish safeguards against any such identified risks; and

- e. to take reasonable steps to ensure that the Customer is notified in the event of a breach of the confidentiality of the Customers Personal Information.
8. The Customer has a right to lodge a complaint with the information Regulator if the Customer is of the view that its rights in terms of POPIA have been breached. The contact details of the information Regulator are:
- Telephone Number: 012 406 4818.
  - Address: 33 Hoofd Street Forum II, 3<sup>rd</sup> Floor Braampark, Johannesburg, 2001.
  - E-mail Address: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za) / [inforg@justice.gov.za](mailto:inforg@justice.gov.za).
9. By signing this agreement, I \_\_\_\_\_ herewith gives **TWENTY FOUR SEVEN INTO AFRICA LOGISTICS (PTY) LTD** ("the Company) permission to process the Personal Information of \_\_\_\_\_ ("the Client", "you", "your"), including special Personal Information where so required, as defined in and in accordance with both the Personal Information Act 4 of 2013 ("POPIA"), and the Company's Protection of Personal Information Policy.
10. The Company shall process the Personal Information of the Client for the purposes of the performance of the agreement contract and/ or rendering of services of goods and / or for the purposes of the commencement or continuation of the business relationship that has been in **commencing / existence** since \_\_\_\_\_
11. By not providing us with Personal Information or by refusing to grant us permission to process, or continue to process your / company Personal Information, the Company will not be able to continue to render services / goods / continue to perform in terms of the contract / agreement.
12. For complete details of our collection, processing, storage and retention of Personal Information including, but not limited to details of your rights and how to exercise them, please refer to our Privacy Notice and Protection of Personal Information Policy available through sending us an email request to [management@24-7intoafrica.com](mailto:management@24-7intoafrica.com).
13. Your Personal Information may be shared with third parties as required for the purposes as stated in paragraph 11 above.
14. Your Personal Information may be transferred to another country, in example for the purpose of storage on a Cloud Based Storage Facility where the physical storage medium is situated in another country. In this regard the Company will only make use of service providers, located in countries that offers adequate protection for Personal Information processed in those countries. This may be achieved in terms of relevant legislation, a Service Agreement or similar undertaking, in terms of which the service provider offers adequate protections of Personal Information under its control.
15. In terms of relevant legislation, we are obligated by law to process your Personal Information that we already have under our control or that may be collected from you in future.
16. To keep our customers up to date with our latest service and product offerings, we request your permission to send marketing material to you using electronic communication.

- 16.1** By your signature hereto, **you agree / do not agree** to received marketing material in the form of a newsletter, per email, various social media platforms, marketing videos, brochures, company profile, automated calling system, SMS, WhatsApp or similar platform, using the information disclosed on this document. I also understand that I have the right to at any time object against receiving Direct Marketing communication electronically, by writing to us via email: [management@24-7intoafrica.com](mailto:management@24-7intoafrica.com).
- 17.** By your signature hereto you agree to us processing your Personal Information.

**SIGNED FOR THE CUSTOMER**

\_\_\_\_\_

**FULL NAME:** \_\_\_\_\_

The signatory warrants that she/he is duly authorised by the Customer to sign this agreement.

**DATE:** \_\_\_\_\_

**SIGNED FOR THE COMPANY**

\_\_\_\_\_

**FULL NAME:** \_\_\_\_\_

The signatory warrants that she/he is duly authorised by the Company to sign this agreement.

**DATE:** \_\_\_\_\_