

This privacy notice provides details of the personal information we collect from you, what we do with it, how you might access it and who it might be shared with.

## Our Organisation

Moonstone Business Solutions (Pty) Ltd  
25 Quantum Street  
Techno Park, Stellenbosch  
7600  
South Africa  
Telephone: 021 883 8000  
Organisation Email: info.officer@moonstoneinfo.com

## What we do with your personal information

We use your personal information only for the purpose for which it is collected. Among others, this purpose could be to provide a service, assist us with administration, recruit prospective employees or even to comply with a legal obligation. We may use your personal information for other similar purposes, including marketing and communications, but that will only occur in the case where we have your consent or another lawful justification for doing so.

From our **Customers / Clients** we collect, use and retain personal information for the following purposes, with the applicable lawful basis:

Processing purpose	Lawful basis
Customer sales, service and support	S11 – To conclude or perform a contract to which the data subject is party

## What personal information do we collect?

We only collect the minimum amount of personal information that is relevant to the processing purpose. If you interact with us on the internet, the personal information we collect depends on whether you only visit our website or, if you make use of our services. If you visit our website, your browser transmits some data automatically, such as your browsing times, the data transmitted and your IP address.

If you make use of our services, your personal information is required to fulfil the requirements of that service and enable us to meet the obligations stipulated in the underlying contractual agreement.

Generally, we collect the following personal information where applicable:

- Physical address;
- Telephone number;
- Email address;
- Financial and banking details;
- VAT details;
- Name, together with other identifying information.

We do not collect any *Special personal information* about our data subjects.

## Who might we share your personal information with?

To maintain and improve our services, your personal information may need to be shared with or disclosed to our service providers, other organisations such as ours or, in some cases, public or legal authorities.

## Where applicable, we transfer personal information to the following organisations and countries:

Data subject type	Organisation name	Type	Country
Customers / Clients	Freshworks Inc - Freshdesk	Operator	United States
Customers / Clients	Moonstone Information Refinery (Pty) Ltd	Responsible Party	South Africa
Customers / Clients	Videosign Ltd	Responsible Party	United Kingdom
Customers / Clients	Sage	Operator	South Africa

If we transfer your personal information outside of South Africa, we apply the necessary safeguards which include confirming whether the receiving country has the proper data protection law, ensuring that there is a binding agreement between parties or, if the transfer is internal to our organisation, commitment to binding corporate rules. Details of these safeguards may be obtained by contacting us directly.

## How do we look after personal information?

We limit the amount of personal information collected to only what is fit for the purposes as described above. We restrict, secure and control all our information assets against unauthorised access, damage, loss or destruction - whether physical or electronic. While in our possession, together with your assistance, we try to maintain the accuracy of your personal information.

## How can you access your personal information?

You have the right to request access to any of your personal information we may hold. If any of that information is incorrect, you may request that we correct it. If we are improperly using your information, you may request that we stop using it or even delete it completely.

**If you would like to make a request to see what personal information of yours we might hold, or object to the processing of your personal information, you may make a request from our organisation website or contact us as per the details above.**

Where you have previously given your consent to process your personal information, you also have the right to request that we transmit your personal information to a different service provider.

Where it may have been necessary to get your consent to use your personal information, at any moment, you have the right to withdraw that consent. If you withdraw your consent, we will cease using your personal information without affecting the lawfulness of processing based on consent before your withdrawal.

## Our Information Officer

Hjalmar Bekker  
E-mail: infoofficer  
Telephone: 021 883 8000

## The SA Information Regulator

You have the right to lodge a complaint with the SA Information Regulator. See the Information Regulator contact details below:

The Information Regulator (South Africa)

PO Box 31533

Braamfontein

27 Stiemens St

Braamfontein

E-mail address: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za) / [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)