



"We care about your future with us"

Posbus 775 Lichtenburg NW Office 018 000 5160 Tegnikus Cell: 072 574 4037 Cell:082 948 2278

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## Express North West ta North West Internet Services Privacy Notice

### **Introduction:**

*The Company's privacy notice is to inform all clients that their personal details would only be used for the sole purpose for accounting and informing clients of changes or updates on the network platform.*

### **Who we are:**

We are a wireless internet providing company, helping you as a customer, especially if you live in a remote place, to find the best signal and help you to enjoy the need for sufficient and effective internet in your home or workplace.

### **The type of personal information we collect:**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

### **How we get the personal information and what we use is for:**

1. Most of the personal information we process is provided to us directly by you for one of the following reasons:
  - 1.1 Creating your account on Datatill.
  - 1.2 Sending Invoices and Statements
  - 1.3 Any other correspondence that we need to send to you directly.
  - 1.4 Reaching your destination to do a Wireless Installation
2. We also receive personal information indirectly, from the following sources in the following scenarios:
  - 2.1 We, as a trusted company will only ever collect information directly from you yourself and no other source.
3. We use the information that you have given us in order to:
  - 3.1 Complete installation
  - 3.2 Send Invoices and statement
  - 3.3 Send information regarding towers and connection
  - 3.4 Any other direct correspondence needed for you convenience.

We may share this information with: No one



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### ● When will we process your personal information:

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consist out of the following:

- The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent;
  - The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
  - The processing complies with an **obligation** imposed by law on the business;
  - The processing protects a **legitimate** interest of the data subject;
  - The processing is necessary for the proper performance of a **public law** duty by the business;
- Or
- The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.

### How we store your personal information:

Your information is securely stored:

In office, inside a locked cabinet, and on our Datatill program which can only be accessed by our Support and Accounts department.

We keep your information for 10 Years. We will then dispose your information by burning it.

### Your data protection rights:

- You are entitled to access your personal data by sending a written request to [info@nwisp.co.za](mailto:info@nwisp.co.za) We may charge you a fee for this service.
- You may also request the Support department to correct or supplement any of your personal data which support department will undertake as soon as practicable.
- Request the destruction of your personal data. The support department will consider your request in light of any other laws or regulations prohibiting NWISP from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at 018 000 5160 of [info@nwisp.co.za](mailto:info@nwisp.co.za) if you wish to make a request.



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### **Contact details:**

Name: Express North west ta NWISP

Address: Zoetmelksvallei, Lichtenburg

Phone Number: 018 000 5160

E-mail: [info@nwisp.co.za](mailto:info@nwisp.co.za) or [noordwes@nwisp.co.za](mailto:noordwes@nwisp.co.za)

### **How to complain:**

If you have any concerns about our use of your personal information, you can make a complaint to us at the above mentioned contact details.

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

### **Their contact details are as follows:**

#### **The Information Regulator (South Africa)**

33 Hoofd Street

Forum III, 3rd Floor Braampark

P.O Box 31533

Braamfontein, Johannesburg, 2017

**Complaints** email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)