

## Mustek and data protection

A clear written expression of Mustek's position when it comes to complying with relevant data protection laws.

Mustek cares about doing what is right. We are committed to complying with our obligations under law, and we take our responsibilities seriously.

Data protection laws exist to strengthen the protections surrounding the personal information of natural persons (and sometimes organisations) within their jurisdiction. The Protection of Personal Information Act (POPIA) applies to us from 1 July 2021.

Mustek is first and foremost a South African hardware, software, solutions and services IT distributor and supplier, and we know how important it is to protect personal information, and make sure that it is processed securely.

We are constantly working towards compliance with the relevant data protection laws. This letter helps to describe what we have done so far and put your mind at ease.

### Why is data protection law important to Mustek?

We believe that it is important to comply with relevant data protection laws because they prevent people from suffering harm, including:

- **losing money** in a phishing attack.
- becoming victims of **identity fraud**.
- having their **privacy infringed**; or
- suffering **prejudice** or other harm.

### How did Mustek go about complying with relevant data protection laws?

Complying with relevant data protection laws is not easy, but we have invested significant time and resources into our compliance project.

We planned our compliance efforts carefully by:

- **consulting** with data protection professionals.
- **assessing** the impact of data protection law on us, and the risks associated with our activities.
- **determining** our compliance strategy, and how we should apply the principles of data protection.
- **educating** our staff and contractors through online training; and
- **identifying** actions to comply with relevant data protection laws.

## What is Mustek doing to comply with relevant data protection laws?

Mustek has taken numerous steps to comply with relevant data protection laws, including:

- reviewing our **privacy policy**;
- entering into **data processing agreements** with our customers and suppliers; and
- updating our **data security** on our equipment, infrastructure and systems.
- implementing the internationally recognised Information technology and Information security management system requirements framework, ISO 27001.

We have also engaged with Michalsons, a specialised IT and data protection law firm who are experts in helping organisations comply with complex data protection laws. We are a member of their **data protection compliance programme**, and consult with them on a regular basis. The Michalsons team use their experience and pre-existing intellectual property to help us protect the personal information that we process in a practical and effective way.

Many of the actions we have taken have happened behind the scenes.

## Disclosure

Sharing - We may share your personal information with third parties for the purposes of fulfilling our obligations to you among other purposes.

We may share your personal information with:

- other divisions or companies within the group of companies to which we belong to provide joint content and services like registration, for transactions and customer support, to help detect and prevent potentially illegal acts and violations of our policies, and to guide decisions about our products, services, and communications (they will only use this information to send you marketing communications if you have requested their goods or services).
- an affiliate, in which case we will seek to require the affiliates to honour Mustek's privacy policy.
- our goods or services providers who help provide certain goods or services or help with parts of our business operations, including fraud prevention, bill collection, marketing, technology services, rebates schemes. (These goods or services providers will only use your information in connection with the goods or services they supply or services they perform for us and not for their own benefit. These goods and service providers may be outside of the Republic of South Africa in countries that may not offer the same level of data protection as the Republic of South Africa.)
- credit bureaus to report account information, as permitted by law.
- banking partners as required by credit card association rules for inclusion on their list of terminated merchants (if you utilise the services to receive payments and you meet their criteria); and
- other third parties who provide us with relevant services where appropriate.

## We care – contact us.

Ultimately, we have taken complying with relevant data protection laws seriously because we care about preventing harm to you – our dealers.

If you would like further information on how we process personal information, please refer to our website for Mustek's Privacy Policy – [www.mustek.co.za](http://www.mustek.co.za).

If you would like to make any changes to your information we have in our system or, if you have any questions about your personal data, or how we protect it and make sure it stays private, please contact us here: [POPI@mustek.co.za](mailto:POPI@mustek.co.za)

Yours faithfully,

**Hein Engelbrecht**