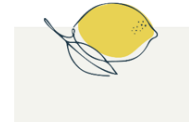


Eunice Marais

Social Worker and Mediator in Private Practice
PR. NO. 0919446

mobile: 072 282 5815

email: eunice@eunicemarais.co.za



PRIVACY STATEMENT

Eunice Marais

Protection of Personal Information Act, Act 4 ("POPI ACT")

1. INTRODUCTION

This privacy policy sets out the basis on which any personal information I collect from you, or that you provide to me, will be used, stored, and processed by me (hereinafter referred to as "collect" or "collection"). Please read the following carefully to understand my practices regarding your personal information (as defined below) and how I will process it.

In adopting this privacy policy, I wish to ensure you that the use of your personal information is lawful, reasonable, and relevant to my professional duties and practice activities. I shall take reasonable steps to prevent unauthorized access to, or disclosure of your personal information. However, I cannot guarantee that your personal information shall be secure, despite my best efforts to protect it as required in law.

Below I explain how and when I collect and use personal information. If at any time you have enquiries that are not dealt with in this document, please contact me at eunice@eunicemarais.co.za

2. COLLECTING AND RECORDING OF INFORMATION

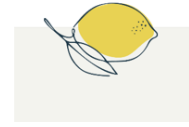
When I receive an enquiry, request, or instruction, I may request, receive, store, and record many details that are defined as 'personal information' and or 'special personal information' in POPIA. I collect and record only the minimum personal information that is required for me to attend to the request, enquiry, or instruction. In doing so, I comply with POPIA in that I implement reasonable practices to ensure the private information is protected.

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3. YOUR PERSONAL INFORMATION WILL BE USED OR SHARED IN THE FOLLOWING WAYS

- i. I keep your personal information confidential and only use, process, share, record or delete it as is required by POPIA, other legislation and/or the requirements of the service that I am providing to you and your family.
- ii. I may share certain information with service providers as part of my service delivery and only if these service providers have undertaken to protect the personal information that I share with them for a particular purpose. I only share such personal information as are required for purposes of performing the tasks lawfully following from and required by the task(s) I am mandated to perform.

4. OTHER INTERACTION WITH YOUR PERSONAL INFORMATION

POPIA requires me to ensure that I hold correct and updated personal information and, hence, I may need to update your personal information from time to time and request your assistance in doing so. The request will be sent via email or otherwise, whatever is most reasonable in the circumstances.

I use OneDrive as storage platform; however, I cannot be held liable should there be a breach in their undertakings.

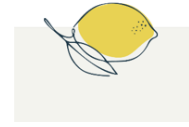
- i. I shall:
 - a. not sell or give your personal information away, use it, other than in terms of this policy;
 - b. retain the personal information only for as long as I am required by law to do so.

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5. YOUR RIGHTS

- i. You may at any time request me to confirm what personal information we have relating to you and by whom it was accessed. I may charge a fee for the latter.
- ii. You may ask me to update or delete your information or to refrain from using it. Note that if the information you ask me to delete is required by me for purposes of a service that I am legitimately undertaking, it may result in me being unable to complete the service on your behalf or in which you are involved. Should any damage arise from your request in these circumstances, you indemnify me against any claim for damages that may follow as a result hereof.
- iii. Also, if I am by law required to retain the information, I will only delete the information once I have complied with the regulatory period for retaining the information.
- iv. You may enquire from me about your personal information that I have, and how, if at all, it was used.

6. SECURITY BREACH

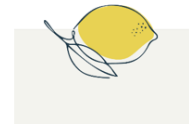
- i. Should a security breach occur, I shall ascertain how and where the breach occurred and make sure that the exposed area is addressed immediately.
- ii. I shall ascertain which data has become vulnerable as a result and notify you if the breach may affect you and assist you to minimize any potential damages that you may suffer as a result, where possible. Such notification may take place by way of email or telephonic contact with you.

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7. TYPES OF PERSONAL INFORMATION I COLLECT

- i. The types of personal information that I may collect includes information necessary to provide my services. This may include personal information which contains identifiable information such as (amongst other things) your first and last name, email address, postal address, telephone number, details about your telephone device (e.g., mobile phone), your medical aid details and banking details.

8. STORING YOUR PERSONAL INFORMATION

- i. I store the physical copies of your personal information in South Africa.
- ii. Your information will not be stored for longer than is necessary for the purposes described in this privacy policy.

9. CHANGES TO THIS PRIVACY POLICY

- i. From time to time, I may revise this privacy policy to reflect practice initiatives, changes in the law or technology or changes in my practices regarding the collection and use of personal information. If I decide to change this privacy policy, the changes will be updated in my privacy policy and can be requested at eunice@eunicemarais.co.za
- ii. I will not use or disclose personal information provided to me pursuant to this Privacy Statement in ways other than the ones described above, without informing you and providing you with the opportunity to consent to such modified conditions concerning the use and disclosure of your personal information.