Customer Privacy Policy

V2.1

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Version	Date	Description / Changes	Approved / Adopted By	Reference
1.0	December 2024	Initial Customer Privacy Policy	Board Audit Committee	Minutes of Meeting
2.0	21 October 2025	Updated to align with revised POPIA/PAIA provisions, updated DIO details, and organisational changes	Information Officer/ Deputy Information Officer	Data Privacy and PoPIA Policy and Standards V2
2.1	19 May 2026	POPIA terminology alignment and regulatory update	POPIA terminology alignment and regulatory update	Exco Compliance Committee

1. Introduction

The business of South African Postbank SOC Limited (“Postbank”, “we”, “us”) is built on trust, integrity, and accountability towards our clients, beneficiaries, stakeholders, and supervisory authorities. As a Responsible Party, Postbank is committed to processing personal information lawfully, reasonably, and in a manner that does not infringe the privacy of data subjects, in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA).

This Customer Privacy Policy outlines how Postbank collects, uses, stores, shares, and safeguards personal information. It also explains your rights under POPIA and how you may exercise them. Postbank further complies with **the** Promotion of Access to Information Act 2 of 2000 (PAIA), the Electronic Communications and Transactions Act 25 of 2002 (ECTA), and sector-specific legislation such as the Financial Intelligence Centre Act 38 of 2001 (FICA) where applicable.

This policy applies to Postbank customers, account holders, beneficiaries, applicants, website and mobile platform users, and any other individuals whose personal information is processed by Postbank.

2. Information We Collect

Postbank collects and processes personal information only where it is necessary for banking, regulatory, legal, fraud-prevention, customer support, or service-delivery purposes. The types of personal information we collect include:

- Personal Details- Your name, surname, identity number, date of birth, nationality, residential and postal address, contact numbers, email address, and other identifiers.
- Account and Financial Information- Information relating to your Postbank accounts, card details, balances, deposits, withdrawals, transactions, ATM usage, payment instructions, and other financial activity.
- Beneficiary Information- Where applicable, Postbank processes the personal information of social grant beneficiaries, including information received from the South African Social Security Agency (SASSA) for payment and verification purposes.
- Retailer, Merchant, and Agent Information- Information relating to retailers, merchants, agents, or third parties who provide Postbank-related financial services (e.g., onboarding, payout, transactional support)
- Usage and Technical Data- Information about how you interact with our services and website, including log data, device information, and cookies.
- Sensitive Information- We may collect sensitive personal information, such as biometric data (e.g., fingerprints) and other information required by law (e.g., tax identification numbers under the FIC Act).
- Legal Data- Information collected to comply with legal and regulatory obligations, including Know Your Customer (KYC) requirements.

3. How We Use Your Information

Postbank uses personal information only for lawful, legitimate, and specific purposes. These include:

- To Provide and Maintain Banking and Financial Services- To process transactions, manage your accounts, and provide the financial services you request.
- To Improve Services- To understand and enhance our services to meet your needs more effectively.
- To Communicate with You- To send important service-related updates, notifications, and regulatory communications (Postbank does not conduct direct marketing).
- To Comply with Legal Obligations- To meet our legal and regulatory requirements, including those under the FIC Act and PoPIA.
- For Risk Management and Fraud Prevention- To identify, investigate, and manage risks, and to detect, prevent, or investigate fraudulent activity.

4. Protection of Your Information

Postbank implements robust security measures to protect your personal information from unauthorised access, use, or disclosure. Our security practices include:

- Data Encryption- Encrypting sensitive information during transmission and storage.
- Access Controls- Limiting access to personal information to authorised personnel only.
- Regular Audits- Conducting regular security audits to identify and address potential vulnerabilities.
- Compliance with Industry Standards- Our security practices align with international standards such as ISO 27001 and Payment Card Industry Data Security Standard.

5. Sharing Your Information

We may share your personal information in the following circumstances:

- With Service Providers- We share information with third parties who provide services on our behalf, such as payment processing or data analysis, under strict confidentiality agreements.
- For Legal Obligations- We may disclose information to comply with legal obligations, regulations, or court orders.
- In Business Transactions- If Postbank undergoes a merger, acquisition, or sale of assets, your information may be transferred as part of the transaction.
- With Credit Bureaus and Fraud Prevention Agencies- To conduct credit checks and prevent fraud.
- Cross-Border Transfers- Postbank does not routinely transfer personal information outside the Republic. Where limited cross-border transfers occur indirectly through

global card schemes, authorised cloud environments, or National Payment System participants, Postbank ensures full compliance with Section 72 of POPIA, including contractual safeguards, jurisdictional adequacy, and security controls.

6. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our website. Cookies help us understand how you use our site and enable us to personalise your experience. In compliance with the Electronic Communications and Transactions Act, you may manage your cookie preferences through your browser settings. If cookies are used for personalised marketing, we will only do so with your explicit consent.

7. Data Retention Policy

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, or as required by law. The retention periods for your data are determined based on legal, regulatory, and operational requirements. Once personal information is no longer needed, it is securely deleted or anonymised.

8. Your Rights Under PoPIA

You have the following rights regarding your personal information under PoPIA:

- Right to Access- You may request access to your personal information held by Postbank.
- Right to Correction- You may request corrections or updates to your personal information **(attached Form 2)**
- Right to Deletion- You may request the deletion of your personal information when it is no longer necessary for the purposes for which it was collected **(attached Form 2),** subject to record retention laws and regulations.
- Right to Object- You may object to the processing of your personal information in certain circumstances **(attached Form 1).**
- Right to Restrict Processing- You may request that we restrict the processing of your personal information in certain situations.

To exercise these rights, please contact our Information Officer/ Deputy Information Officer at compliance@postbank.co.za

9. Security Compromise (Data Breach) Notification

In the event of a security compromise involving personal information (commonly referred to as a “data breach”), which means that personal information has been accessed, lost, or disclosed without authorisation, Postbank will notify you promptly in accordance with the requirements of the Protection of Personal Information Act, 2013 (POPIA).

Such notifications will include:

- a description of the nature of the security compromise;
- the potential consequences of the compromise;
- measures taken or proposed to address the compromise; and
- recommendations to mitigate any adverse effects.

Postbank will also notify the Information Regulator where required in terms of POPIA.

10. Contact Us

If you have any questions or concerns about this policy or how we handle your personal information, please contact us at compliance@postbank.co.za

11. Changes to This Policy

We may update this policy periodically to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the revised policy on our website with an updated effective date.

12. Complaints

If you believe that your personal information has been mishandled, you have the right to lodge a complaint with the Postbank Information Officer/ Deputy Information Officer or the relevant regulatory authority:

- Information Regulator (South Africa)
- Email- mailto:POPIAComplaints@inforegulator.org.za
- Phone- Toll Free: +27 80 001 7160
- Physical Address- Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191.
- Website- www.inforegulator.org.za