

CROSS-BORDER ROAD TRANSPORT AGENCY H.R PROCESSING NOTICE

ABOUT THE CROSS-BORDER ROAD TRANSPORT AGENCY (C-BRTA)

Mandate

The Cross-Border Road Transport Agency (C-BRTA) exists to improve the cross-border flow of commuters and freight operators who make use of road transport.

Its function as an interstate operations agency is to reduce mobility constraints for road transport operators, in the form of regulating market access and issuing cross-border permits, while facilitating sustainable social and economic development in the Southern African Development Community (SADC) region.

Legislative mandate

The C-BRTA in particular has been tasked with ensuring that:

- It improves the unimpeded flow of freight and commuters across the SADC region
- It introduces regulated competition in respect of cross-border passenger road transport
- It reduces operational constraints for the cross-border road transport industry as a whole
- It maximises business opportunities and liberalises market access in respect of cross-border road freight transport
- It empowers the cross-border road transport industry by improving the safety, security, reliability, quality and efficiency of services

Strategic objectives

In order to achieve this mandate, the C-BRTA Strategic objectives are to:

- Improve institutional performance and governance
- Improve non-financial performance reporting
- Increase participation in border operations
- Develop cross-border industry partnerships
- Build entrepreneurship and capacity for SMMEs in the transport sector
- Roll out an Industry Partnership Development Plan
- Improve client relationship management and implement a client feedback mechanism for all services
- Harmonise standards and procedures
- Improve operator compliance

In order to achieve the above, the C-BRTA employs a number of employees, whose personal information will be processed, as indicated below.

1. PURPOSE OF THIS NOTICE AND TERMS USED

1.1 The Cross-Border Road Transport Agency (“C-BRTA”) in its capacity as a Responsible Party, in order to perform its mandate will have to process Personal Information, and in doing so, will have to comply with a law known as the Protection of Personal Information Act, 4 of 2013 (hereinafter referred to as “POPIA”), which regulates and controls the processing of a legal entity’s and / or an individual’s Personal Information in South Africa, (hereinafter referred to as a “Data Subject”), which processing includes the collection, use, and transfer of a Data Subject’s Personal Information.

1.2 In terms of POPIA, where a Responsible Party processes a Data Subject’s Personal Information, such processing must be done in a lawful, legitimate and responsible manner and in accordance with the provisions, principles and conditions set out under POPIA.

1.2 In order to comply with POPIA, a Responsible Party processing a Data Subject’s Personal Information must:

1.2.1 provide the Data Subject with a number of details pertaining to the processing of the Data Subject’s Personal Information, before such information is processed; and

1.2.2 get permission or consent, explicitly or implied, from the Data Subject, to process his / her / its Personal Information, unless such processing:

- is necessary to carry out actions for the **conclusion or performance of a contract** to which the Data Subject of the Personal Information is a party;
- is required in order to comply with an **obligation imposed by law**; or
- is for a **legitimate purpose or is necessary to protect the legitimate interest (s) and/or for pursuing the legitimate interests** of i) the Data Subject; ii) the Responsible Party; or iii) that of a third party to whom the Personal Information is supplied; or
- is necessary for the proper performance of a **public law duty**.

1.3 In accordance with the requirements of POPIA, and because your privacy and trust is important to the C-BRTA, it sets out below how the Agency, and more importantly the C-BRTA **Corporate Services Division** collect, use, and share your Personal Information and the reasons why the Agency needs to use and process your Personal Information.

2. APPLICATION

2.1 This Processing Notice applies to the following persons:

2.1.1 **Applicants:** persons who wish to apply for an employment position within C-BRTA, or who wish to apply for an internship or study assistance;

2.1.2 **internship or study assistance recipients:** persons who have been granted an internship or study assistance by the C-BRTA;

2.1.2 **Employees:** persons who are employed by the C-BRTA.

3. PURPOSE FOR PROCESSING YOUR PERSONAL INFORMATION

3.1 Your Personal Information will be processed by us for the following purposes:

SUMMARY OF THE PURPOSE OF COLLECTION	Lawfulness	A legitimate reason exists for processing.
	Consent required	The data subjected is required to provide consent prior to processing.
<p>Due diligence purposes – legitimate purpose: To carry out a due diligence before the C-BRTA decides to engage or interact with you, including obtaining and verifying your credentials, including your personal details, education and employment history and qualifications, credit and financial status and history, tax status, Employment Equity Compliance, and or any performance or employee related history.</p> <p>Lawfulness - YES Consent required - NO</p>		
<p>Employment - potential – legitimate purpose: To conduct and communicate with you regarding recruiting, potential employment and human resources administration.</p> <p>Lawfulness - YES Consent required – NO</p>		
<p>Employment - actual - to contract with you: To conclude an employment contract with you, and to manage the employment relationship including managing you, communicating with you regarding your employment, performing human resources administration, operational, financial/payroll, and organisational matters, providing you with training and skills development, providing you with employee benefits such as pension and medical aid benefits, and conducting performance assessments and disciplinary matters.</p> <p>Lawfulness - YES Consent required - NO</p>		
<p>Potential study assistance, internship recipients – legitimate purpose: To investigate whether the C-BRTA is able or willing to conclude a contract with you based on the findings of any due diligence, and if in order to conclude a study assistance, or internship contract.</p> <p>Lawfulness - YES Consent required - NO</p>		

Study assistance and internship recipients – to contract with you: To conclude a contract with you, and to manage the relationship arising from that contract.

Lawfulness - YES

Consent required - NO

C-BRTA governance and operational issues - compliance with law and manage the contract and relationship with you : To communicate, enforce and ensure that you comply with any applicable C-BRTA, or other governmental, provincial, SADEC or other regulatory body's policies or procedures, which pertain to and apply to you in your capacity as an employee, to conduct assessments and appraisals, investigations and incident response activities, including reviewing your communications in these situations or performing any other legal act or public duty in accordance with relevant policies and applicable laws.

Lawfulness - YES

Consent required - NO

Communications: To provide you with communications regarding the C-BRTA, its services and / or communications which pertain to you in your capacity as an employee as well as to send you other notifications, programs, events, or updates regarding C-BRTA, or to perform general communication activities, including compiling reports, brochures, articles or other newsworthy content and other communications, which may house personal information about you or which pertains to you, including your images, photographs, voice recordings, statements or comments, and which are used in relation to your position as an employee, official, executive or committee member.

Lawfulness - YES

Consent required - NO

Attending to financial matters pertaining to your employment - contract and legitimate purpose: To administer payroll including payment of statutory levies, deductions, fees owed to Organization, registrations, subscriptions, or payment of refunds.

Lawfulness - YES

Consent required - NO

Employee related Communications - legitimate purpose: To make contact with you and to communicate with you generally or specifically, i.e. in respect of the C-BRTA's or your requirements, or instructions, or to respond to you in order to comply with your specified or general instructions or to provide a reference where you have asked us to.

Lawfulness – YES
Consent required – NO

Providing your details to others - legitimate purpose or on request: To comply with your instructions or request to provide your personal information to another.

Lawfulness – CAN PROVIDE WITHOUT PERMISSION IF NEEDED FOR A CONTRACT, REQUIRED IN TERMS OF LAW OR TO PROTECT LEGITIMATE INTERESTS
Consent required –IF NOT PROVIDED AS PER THE ABOVE - THEN YES CONSENT REQUIRED

Risk assessment and anti-bribery and corruption matters - legitimate purpose: To carry out organizational and enterprise wide risk assessments, in order to detect and prevent bribery, corruption, fraud and abuse, to comply with Anti Bribery and Corruption laws (ABC laws), as well as to identify and authenticate your access to the C-BRTA's assets, systems, goods, services or premises and generally to ensure the security and protection of all persons including employees, and persons when entering or leaving the C-BRTA's sites and/or to exercise the C-BRTA's rights and to protect its and others' rights and/or property, including to take action against those that seek to violate or abuse the C-BRTA's assets, systems, services, customers or employees and/or other third parties where applicable.

Lawfulness - YES
Consent required - NO

Legal rights, duties and obligations and insurance matters - comply with law and protect legitimate interests: To comply with the law and the C-BRTA's legal obligations, exercise legal rights and duties, including to register with Regulators, obtain and hold permits and certificates, ensure a safe and healthy work environment, register for VAT, Tax, PAYE, SDL, COIDA and UIF etc, provide medical care and facilities, to submit reports or provide various notices or returns, to litigate, to proceed to protect the C-BRTA's legal rights, collect debts or enforce contractual or employment rights, and/or to respond to a request or order from a SAPS official, investigator or court official, regulator, or public authority and/or to manage and attend to insurance matters.

Lawfulness - YES
Consent required - NO

Security purposes - legitimate purpose and to comply with laws: To permit you access to the C-BRTA's offices, facilities or parking areas, as well as to controlled areas, for the purposes of monitoring via CCTV, your interaction and access in and from the C-BRTA's facilities described above, and for general risk management, security and emergency incident control purposes as well as for data and cybersecurity purposes.

Lawfulness - YES
Consent required - NO

Operational issues - compliance with law and manage the contract: to provide employees with tools required for them to perform their job functions, including PPE, laptops, notebooks, pool cars and other items or tools of the trade, to communicate, enforce and ensure you, as an employee complies with policies, including in relation to claims, disciplinary actions or legal requirements and conducting investigations and incident response, including reviewing your communications in these situations in accordance with relevant internal policies and applicable law.

Lawfulness - YES
Consent required - NO

Occupational health - compliance with laws: To manage occupational health and absence and fitness for work and notifying family members in emergencies and to manage COVID-19.

Lawfulness - YES
Consent required - NO

Travel - contractual: To facilitate business travel, travel-related support including conference attendance, bookings, and emergency support services.

Lawfulness - YES
Consent required - NO

Employment Equity [EE] - compliance with laws: To monitor equal employment opportunities, in respect of diversity categories including but not limited to age, gender, ethnicity, nationality, religion, disability, sexual orientation, and marital or family status.

Lawfulness - YES
Consent required - NO

For internal research and development purposes - Legitimate purpose: To conduct internal research and development.

Lawfulness - YES
Consent required - NO

4. WHAT PERSONAL DATA OR INFORMATION DOES THE C-BRTA COLLECT FROM YOU?

- 4.1 In order to engage and/or interact with you, for the purposes described above, the C-BRTA will have to process certain types of your Personal Information, as described below:

Your contact information, such as name, alias, address, identity number, passport number, security number, phone number, cell phone number, vehicle make and registration number, social media user ID, email address, and similar contact data, and other contact information including details of your previous employers, serial numbers of equipment, details regarding the possession of dangerous weapons, memberships or affiliations, including professional bodies and trade unions, and similar data, which is required for various legitimate interests, contractual and/or lawful reasons pertaining to your application for employment or actual employment with the Organisation or pertaining to your application for an internship or study assistance or where you are granted an internship or study assistance.

Lawfulness - YES

Consent required - NO

Career, Education, and Employment Related Information, such as job preferences or interests, work performance and history, salary history, nationality and immigration status, demographic data, professional licensure information and related compliance activities, accreditations and other accolades, education history (including schools attended, academic degrees or areas of study, academic performance, and rankings), and similar data, which are required for contractual or employment related matters or which are required to comply with laws and public duties.

Lawfulness - YES

Consent required - NO

Specific identifiers, known as **Special Personal Information**, which are required in order to protect legitimate interests, comply with legal obligations or public legal duties, or in order to accommodate you in the C-BRTA's workplaces, such as your race, disability-related information (EE related), religion (correct and fair treatment related), sexual and medical history including any medical conditions (to comply with laws and related to correct and fair treatment issues), trade union matters (to comply with laws and related to correct and fair treatment issues), and financial, credit, deviant and criminal history, (to protect the C-BRTA's legitimate interests and to perform risk assessments), as well as children's details (benefits related) and Biometrics such as finger prints, which are required in order to provide you with access to the C-BRTA's facilities, give you access to the C-BRTA's IT infrastructure, for security monitoring purposes and in order to comply with health and safety requirements in the workplace.

Lawfulness – YES
Consent required – NO

Demographic Information, such as country, preferred language, age and date of birth, marriage status, gender, physical characteristics, personal or household / familial financial status and metrics, and similar data, which are required for various legitimate interests, as well as contractual and/or other legal reasons.

Lawfulness – YES
Consent required – NO

Your Image, still pictures, video, voice, and other similar data, which are required for communication purposes, marketing or promotional purposes, as well as for various public relations and corporate affairs purposes, identification and other work related purposes, and or in order to provide you with access to the C-BRTA's facilities, give you access to its IT infrastructure, for security monitoring purposes

Lawfulness – YES
Consent required – NO

Public issued Identity Information, such as government-issued identification information, tax identifiers, employee number, other government-issued identifiers, and similar data, which are required to comply with laws and public duties.

Lawfulness – YES
Consent required – NO

Tax and Financial Information, banking details, and tax registration number and status, which are required to perform contractual matters and to comply with tax laws and public duties.

Lawfulness – YES
Consent required – NO

IT Information, including IT security-related information (including IT user names and passwords, authentication methods, and roles), and similar data, which are required for various legitimate and legal purposes.

Lawfulness – YES
Consent required – NO

Health history and records, which is classified as Special Personal Information, such as medical status and history, examinations, medical aid history, disability-related information, biometrics, medicals, psychometrics and similar data, which are required for contractual or employment related matters or which are required to comply with laws and public duties.

Lawfulness – YES
Consent required – NO

Social Media and Online activities and presence, such as information placed or posted in social media and online profiles, online posts, and similar data, which are required for contractual or employment related matters or which are required to comply with laws and public duties.

Lawfulness – YES
Consent required – NO

5. **SOURCES OF INFORMATION - HOW AND WHERE DOES THE C-BRTA COLLECT YOUR PERSONAL INFORMATION**

- 5.1 Depending on your requirements, the C-BRTA will collect and obtain Personal Information about you either directly from you, from certain third parties or from other sources which are described below:

Direct collection

You provide Personal Information to the C-BRTA when you:

- interact with the C-BRTA;
- enquire about, or apply for a position within C-BRTA, including requesting or signing up for information;
- express an interest in working with the C-BRTA or apply for a job or position or study assistance or internship with the C-BRTA;
- take up a job or position with the C-BRTA;
- conclude a contract with the C-BRTA;
- communicate with the C-BRTA by phone, email, chat, in person, or otherwise;
- complete a questionnaire, or other information request form.

Automatic collection

The C-BRTA collects Personal Information automatically from you when you:

- search for, visit, interact with, or use the C-BRTA websites, applications, mobile applications, or social media portals or platforms;
- access, use, or download content from the C-BRTA;
- open emails or click on links in emails or advertisements from the C-BRTA;
- Otherwise interact or communicate with the C-BRTA.

Collection from third parties

The C-BRTA collects Personal Information about you from third parties, such as:

- recruitment or employment agencies, previous employees and colleagues;
- your previous employer;
- regulators, professional or industry organizations and certification / licensure agencies that provide or publish Personal Information related to you;
- third parties and affiliates who deal with or interact with the C-BRTA or you;
- service providers and business partners who work with the C-BRTA and that the C-BRTA may utilize to deliver services;
- Credit bureaus and other similar agencies;
- Government agencies, regulators and others who release or publish public records;
- Other publicly or generally available sources, such as social media sites, public and online websites, open databases, and data in the public domain.

6. HOW THE C-BRTA SHARES INFORMATION

- 6.1 The C-BRTA shares Personal Information for the purposes set out in this Processing Notice with the following categories of recipients:

C-BRTA employees, and affiliates. The C-BRTA may share your Personal Information amongst its employees and affiliates for employment, HR, IR, business and operational purposes.

Lawfulness – YES
Consent required – NO

C-BRTA employees, directors, non-executives and executives, committee members, officials and C-BRTA affiliates. The C-BRTA may share your Personal Information amongst its employees, directors, executives, officials, and affiliates in order to perform C-BRTA related activities as per the C-BRTA mandate, including governance activities, and company secretarial, legal and operational activities.

Lawfulness – YES
Consent required – NO

Stakeholders and Cross Border Governmental officials. The C-BRTA may share your Personal Information with a variety of stakeholders, governmental officials, ministers and cross border officials as well as with its business partners in order to perform C-BRTA related activities as per the C-BRTA mandate, including governance activities, and company secretarial, legal and operational activities.

Lawfulness – YES
Consent required – NO

Your Contacts and other employees. The C-BRTA may share your Personal Information with other C-BRTA employees, with others with whom you or the C-BRTA has a relationship with, in order to fulfil or perform a contract or other legal obligation, including with third parties that arrange or provide the C-BRTA or you with goods or services.

Lawfulness – YES
Consent required – NO

Third-Party Service Providers, as well as Operators. The C-BRTA may share your Personal Information with its third-party service providers to perform tasks on its behalf and which are related to the C-BRTA's relationship with you, including financial, benefits, health and medical, and wellness benefits etc and to assist the C-BRTA in offering, providing, delivering, analysing, administering, improving, and personalizing such services or products.

Lawfulness – YES
Consent required – NO

Third-Party Content Providers. The C-BRTA may share your Personal Information with its third-party content providers to perform tasks on its behalf and to assist the C-BRTA in providing, delivering, analysing, administering, improving, and personalizing content related to the C-BRTA's relationship with you, including financial, benefits, health and medical, and wellness benefits etc and may to this end pass certain requests from you to these providers.

Lawfulness – YES
Consent required – NO

Cyber Third-party Service Providers. The C-BRTA may share your Personal Information with its third-party cyber service providers to perform tasks on its behalf and which are related to the C-BRTA's relationship with you, including those who provide technical and/or customer support on its behalf, who provide application or software development and quality assurance, who provide tracking and reporting functions, research on user demographics, interests, and behaviour, and other products or services. These third-party service providers may also collect Personal Information about or from you in performing their services and/or functions. The C-BRTA may also pass certain requests from you to these third-party service providers.

Lawfulness – YES
Consent required – NO

South African Regulators and law enforcement agencies. The C-BRTA may disclose your Personal Information to organs of state, national and / or provincial and related departments and agencies, including Ministers, and other governmental, provincial officials, officers or managers, Auditor General officials, SARS, and other Regulators, as well as other governmental bodies and agencies, and parastatals, in order to comply with any applicable law or regulation, to comply with or respond to a legal process or law enforcement or governmental request or to ensure that the C-BRTA mandate is correctly and efficiently discharged.

Lawfulness – YES
Consent required – NO

Other Disclosures. The C-BRTA may disclose your Personal Information to third parties if it reasonably believes that disclosure of such information is helpful or reasonably necessary to enforce its terms and conditions or other rights (including investigations of potential violations of its rights), to detect, prevent, or address fraud or security issues, or to protect against harm to the rights, property, or safety of the group, its employees, any users, or the public.

Lawfulness – YES
Consent required – NO

7. SECURITY OF INFORMATION

- 7.1 The security of your Personal Information is important to the C-BRTA. Taking into account the nature, scope, context, and purposes of processing Personal Information, as well as the risks to individuals of varying likelihood and severity, the C-BRTA has implemented technical and organizational measures designed to protect the security of your Personal Information. In this regard the C-BRTA will conduct regular audits regarding the safety and the security of your Personal Information.
- 7.2 Your Personal Information will be stored electronically and in some cases in hard copy in files and records, which information, for operational reasons, will be accessible to and/or provided to persons employed or contracted by the C-BRTA on a need to know basis.
- 7.3 Once your Personal Information is no longer required, such Personal Information will be retained in accordance with the C-BRTA's records retention policies and schedules, which varies depending on the type of processing, the purpose for such processing, the business function, record classes, and record types. The C-BRTA calculates retention periods based upon and reserves the right to retain Personal Information for the periods that the Personal Information is needed to: (a) fulfil the purposes described in this Processing Notice, (b) meet the timelines determined or recommended by regulators, law makers, professional bodies, or associations, (c) comply with applicable laws, legal holds, and other legal obligations (including contractual obligations), and (d) to comply with your requests.
- 7.4 Notwithstanding clause 7 and 8, please note that no method of transmission over the Internet or method of electronic storage is 100% secure. Therefore, while the C-BRTA strives to use commercially acceptable measures designed to protect your Personal Information, the C-BRTA cannot guarantee its absolute security.

8. ACCESS BY OTHERS AND CROSS BORDER TRANSFER

- 8.1 The C-BRTA may from time to time have to disclose your Personal Information to other parties, including trading partners, agents, auditors, organs of state, regulatory bodies and/or national, provincial, or local governmental bodies and / or their officials, based in South Africa but such disclosure will always be subject to an agreement which will be concluded as between the C-BRTA and the party to whom it is disclosing your

Personal Information to, (recipient) which contractually obliges the recipient of your Personal Information to comply with strict confidentiality and data security conditions, unless such information is exchanged and/or provided to such parties in their capacity as a Responsible Party and which has been provided and disclosed to them in order to allow them to discharge their own mandate or operational activities.

- 8.2 Where your Personal Information is transferred to a recipient in a country which is situated outside South Africa, your Personal Information will only be transferred to those countries which have similar data privacy laws in place or where the recipient of the Personal Information in such country concludes an agreement with the C-BRTA, which contractually obliges the recipient to comply with strict confidentiality and data

security conditions and which conditions in particular will be to a no lesser set of standards than those imposed by POPIA.

9. EMPLOYEE'S RIGHTS

9.1 You as a Data Subject have certain rights, which are detailed below:

- **The right of access** - You may ask the C-BRTA (free of charge) to confirm that it holds your Personal Information, or ask the C-BRTA to provide you with details, (at a fee) on how it has processed your Personal Information, which request must be done by following the process set out under the C-BRTA PAIA Manual.
- **The right to rectification** - You have the right to ask the C-BRTA to update or rectify any inaccurate Personal Information which it holds of yours, which can be done by accessing the update / rectification request.
- **The right to object to and restrict further processing** - Where the C-BRTA does not need your consent to process your Personal Information, but you are not in agreement with such processing, you may lodge an objection to such processing by accessing the objection request.
- **The right to withdraw consent** - Where you have provided the C-BRTA with consent to process your Personal Information, you have to right to subsequently withdraw your consent, which can be done by accessing the withdrawal of consent request.

9.2 These rights may be exercised by using the relevant forms housed on the C-BRTA website at: www.cbrta.co.za

10. CHANGES TO THIS PRIVACY STATEMENT

10.1 As the C-BRTA changes over time, this Processing Notice is expected to change as well.

10.2 The C-BRTA reserves the right to amend the Processing Notice at any time, for any reason, and without notice to you other than the posting of the updated Processing Notice on the C-BRTA Website.

10.3 The C-BRTA therefore requests that you visit its Website frequently in order to keep abreast with any changes.

11. PROCESSING OTHER PERSONS PERSONAL INFORMATION

11.1 If you process another's Personal Information on the C-BRTA's behalf, or which the C-BRTA provides to you in order to perform your contractual or legal obligations or to protect any legitimate interest, you will

- if you are processing such Personal Information as an Operator for the C-BRTA, as defined under POPIA, process all and any such Personal Information in compliance with the obligations set out under our standard “Operator Agreement” housed on the C-BRTA website; or
- where not acting as an Operator, nonetheless keep such information confidential and secure as per POPIA and you will not, unless authorized to do so, process, publish, make accessible, or use in any other way such Personal Information unless in the course and scope of your duties, and only for the purpose for which the information has been received and granted to you, and related to the duties assigned to you.

12. COMPLAINTS OR QUERIES - CONTACT THE C-BRTA

- 12.1 Any comments, questions or suggestions about this Processing Notice or the C-BRTA’s handling of your Personal Information should be emailed to the C-BRTA Information or Deputy Information Officers at the details housed below.

Information Officer

Name : Lwazi Mboyi

Address : Eco Point Office Park;350 Witch Hazel Avenue; Eco Park; Centurion

Tel: [\(012\) 471 2000](tel:(012)4712000)

Direct Line : (012) 471 2147

Email: CBRTAInformationOfficer@cbrta.co.za

Deputy Information Officer (s)

Name: Tintswalo Shilowa

Address: Eco Point Office Park;350 Witch Hazel Avenue; Eco Park; Centurion

Tel: [\(012\) 471 2000](tel:(012)4712000)

Direct Line : (012) 471 2177

Email: CBRTAInformationOfficer@cbrta.co.za

Name: Alfred Nemavhidi

Address: Eco Point Office Park; 350 Witch Hazel Avenue; Eco Park; Centurion

Tel: [\(012\) 471 2000](tel:(012)4712000)

Direct Line : (012) 471 2141

Email: CBRTAInformationOfficer@cbrta.co.za

Name: Maria Siyo

Address: Eco Point Office Park;350 Witch Hazel Avenue; Eco Park; Centurion

Tel: [\(012\) 471 2000](tel:(012)4712000)

Direct Line : (012) 471 2018

Email: CBRTAInformationOfficer@cbrta.co.za

- 12.2 Should you wish to discuss a complaint, please feel free to contact the C-BRTA using the details found above. All complaints will be treated in a confidential manner.
- 12.3 Our offices are open 7:30 am – 4.00 pm GMT, Monday to Friday.
- 12.4 Should you feel dissatisfied with the C-BRTA's handling of your Personal Information, or about any complaint that you have made to the C-BRTA, you are entitled to escalate your complaint to the South African, Information Regulator who can be contacted at <https://www.justice.gov.za/infoereg/>.

13. ACCEPTANCE AND BINDING NATURE OF THIS DOCUMENT

- 13.1 By providing the C-BRTA with the Personal Information which it requires from you as listed under this Processing Notice:
 - you acknowledge that you understand why your Personal Information needs to be processed;
 - you accept the terms which will apply to such processing, including the terms applicable to the transfer of such Personal Information cross border;
 - where consent is required for any processing as reflected in this Processing notice, you agree that the C-BRTA may process this particular Personal Information.
- 13.2 Where you provide the C-BRTA with another person's Personal Information for processing, you confirm that that you have obtained the required permission from such person(s) to provide the C-BRTA with their Personal Information for processing.
- 13.3 The rights and obligations of the parties under this Processing Notice will be binding on, and will be of benefit to, each of the parties' successors in title and/or assigns where applicable.
- 13.4 Should any of the Personal Information concern or pertain to a legal entity whom you represent, you confirm that you have the necessary authority to act on behalf of such legal entity and that you have the right to provide the Personal Information and/or the required permissions in respect of the processing of that Organization or entities' Personal Information.