

## Boomerang SA - Privacy Notice

This privacy notice provides details of the personal information we collect from you, what we do with it, how you might access it and who it might be shared with.

### Our Organisation

Boomerang SA Maynard Mall, Wynberg Cape Town  
7800

South Africa

Mobile: +27761576626

Telephone: +27216738100

Organisation email: robert@boomerangsa.com

### What we do with your personal information

We use your personal information only for the purpose for which it is collected. Among others, this purpose could be to provide a service, assist us with administration, recruit prospective employees or even to comply with a legal obligation. We may use your personal information for other similar purposes, including marketing and communications, but that will only occur in the case where we have your consent or another lawful justification for doing so.

From our prospect and existing Customers / Clients we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Customer sales, service and support (Prospect)	S11 - It is in our organisation's legitimate interest (We are a registered contact centre)	Until consent withdrawn
Customer sales, service and support (Existing)	S12 - To conclude or perform a contract to which the data subject is party	Until consent withdrawn
Data & Analytics Development	S11 - It is in our organisation's legitimate interest (Product development and enhancement)	Until consent withdrawn

From prospect or existing Employees we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Prospect Employees	S12 - To conclude or perform a contract to which the data subject is party	If unsuccessful/unsuitable, either immediate disposal/deletion or kept 6 months from date of receipt
Employees	S12 - To conclude or perform a contract to which the data subject is party	5 Years after exiting

From our Consultants we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Business advisory	S12 - To conclude or perform a contract to which the data subject is party	Until contract completed

From our Service Providers we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
CRM Specialist	S12 - To conclude or perform a contract to which the data subject is party	Until contract completed
Firewall & Network Specialist	S12 - To conclude or perform a contract to which the data subject is party	Until contract completed
IT Consultants	S12 - To conclude or perform a contract to which the data subject is party	Until contract completed

## What personal information do we collect?

We only collect the minimum amount of information that is relevant to the purpose. If you interact with us on the internet, the personal information we collect depends on whether you just visit our website or, use our services. If you visit our website, your browser transmits some data automatically, such as your browsing times, the data transmitted and your IP address. If you use our services, personal information is required to fulfill the requirements of that service. Generally, we collect the following personal information. If there is any specific personal information to collect, we will indicate as such, at or near the time of collection:

- Physical address
- Identification Number
- Telephone number
- Email address
- Financial & banking details
- Name, together with other identifying information

## Who might we share your personal information with?

To maintain and improve our services, your personal information may need to be shared with or disclosed to our service providers, other organisations such as ours or, in some cases, public or legal authorities.

We may disclose your personal information to our suppliers or service providers who are involved in the specified processing purpose. We have agreements in place to ensure that they comply with the privacy requirements as required by POPIA (Protection of Personal Information Act) and GDPR.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes; or
- Where we believe it is necessary to protect our rights

## Automated Decision Making

Boomerang SA does not make use of this process

## Information Security

We are legally obliged to take reasonable steps to provide adequate protection for the personal information we hold and to prevent unauthorized access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure, and we will inform you of any breaches in accordance with the Act.

Our security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information; and
- Investigating and reacting to security incidents.

## Data subject Requests

Should you believe that any Personal Data that we maintain on you is incorrect or incomplete, you have the opportunity to request this information, to have it rectified or have it removed. To make such a request, please contact us via our website at [www.boomerangsa.co.za](http://www.boomerangsa.co.za) and complete the Information Request Form provided on the website.

In the event that you wish to raise a concern with how we have handled your Personal Data, please contact our Information Officer at [drp@boomerangsa.co.za](mailto:drp@boomerangsa.co.za). Our Information Officer will consider your complaint and address it with you to resolve the concerns you may have. If after engaging our Information Officer with your concern and you believe that your Personal Data has not been handled appropriately according to POPIA, you have the right to contact the Information Regulator of South Africa at <https://www.justice.gov.za/infoereg/> to file a complaint with them.