

# ITT Technology (PTY) LTD T/A IT Trust Privacy Policy

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Address: No. 126 Bram Fischer Drive, Randburg

Phone Number: 0860 404 404

E-mail: [info@ittrust.co.za](mailto:info@ittrust.co.za)

## **Introduction:**

This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you (“personal information”) and information that could not. In the context of the law and this notice, “process” means collect, store, transfer, use or otherwise act on information.

## **Who we are:**

IT Trust's determination to become one of the MSP's of choice is driven by the latest technologies and innovative solutions that we provide to our customers. We assist each client with their network and manage and grow the network according to their specific needs. We offer professional, affordable services and advice to assist clients with their IT infrastructure. IT Trust is a Certified Microsoft Small Business Specialist and Microsoft Gold Partner, which ensures our dedication of quality of service and support to our clients.

## **The type of personal information we collect:**

We currently collect and process the following information:

- Company Name
- Address
- Account details
- Contact information

## **How we get the personal information and what we use it for:**

**Most of the personal information we process is provided to us directly by you for one of the following reasons:**

- Service Delivery
- Communication
- Billing / Invoicing

**We use the information that you have given us in order to:**

- Service Delivery
- Communication
- Billing / Invoicing

### **We may share this information with:**

- Tarsus – Cloud on Demand

### **When will we process your personal information:**

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consist out of the following:

- The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent;
- The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
- The processing complies with an **obligation** imposed by law on the business;
- The processing protects a **legitimate** interest of the data subject;
- The processing is necessary for the proper performance of a **public law** duty by the business;
- Or
- The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.

### **How we store your personal information:**

Your information is securely stored: Your information is securely stored at HB Forum, 13 Stamvrug St, Val-De-Grace, Pretoria.

We keep Company information for the duration of your Service Level Agreement or until such time all services are cancelled by you. We will then dispose your information by deleting all digitally stored information as well as shredding all hard copies.

### **Your data protection rights:**

- You are entitled to access your personal data by sending a written request to **Miss Kirsten Kee**. We may charge you a fee for this service as set out in terms of Condition 8 of POPIA.
- You may also request **IT Trust** to correct or supplement any of your personal data which **IT Trust** will undertake as soon as practicable.
- Request the destruction of your personal data. **IT Trust** will consider your request in light of any other laws or regulations prohibiting **IT Trust** from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at **Miss Kirsten Kee** if you wish to make a request.

### **Contact details:**

Name: Miss Kirsten Kee

Address: 126 Bram Fischer Drive, Randburg, 2194

Phone Number: 0860 404404

E-mail: [kirsten@ittrust.co.za](mailto:kirsten@ittrust.co.za)

### **How to complain:**

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@ittrust.co.za](mailto:info@ittrust.co.za) or contact [kirsten@ittrust.co.za](mailto:kirsten@ittrust.co.za) or by phone 0860 404404

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

### **Their contact details are as follows:**

#### **The Information Regulator (South Africa)**

33 Hoofd Street

Forum III, 3rd Floor Braampark

P.O Box 31533

Braamfontein, Johannesburg, 2017

**Complaints** email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)