



## Privacy Statement

### 1. INTRODUCTION

This Privacy Notice describes how Lawbella collects, processes, retains and discloses your personal information in accordance with the requirements of the Protection of Personal Information Act (“POPIA”), the General Data Protection Regulation and the UK GDPR (collectively referred to in this statement as ‘GDPR’) and any other applicable laws or Regulations.

Should you use our website, submit your information voluntarily to us, engage with us to provide you with information or services you expressly consent to us collecting and processing your information in line with our Privacy Policy.

LAWBELLA is committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

Lawbella, is herein after referred to as ‘LAWBELLA’, ‘we’, ‘us’.

### 2. PERSONAL INFORMATION WE COLLECT

We may collect your personal information which we obtain from you directly as well as personal information we collect from other sources, including commercially available sources, such as public databases (where permitted by law). Primarily, we endeavor to collect information directly from you.

Failure to provide this personal information may, however, prevent or delay services being provided and the fulfilment of our obligations in relation thereto.

#### 1. INFORMATION WE COLLECT DIRECTLY FROM YOU

The categories of personal information that we may collect directly from you include the following:

1. personal details (e.g. name, age, date of birth, gender, identity number, registration number, Information in founding documents);
2. contact details (e.g. phone number, email address, physical address, postal address or mobile number);
3. employment details (e.g. job title; employer name, employee number);
4. economic or financial information (e.g. bank details, details of income, financial statements, VAT registration number, tax clearance certificate or investment information).





## 2. PERSONAL INFORMATION, PROCESSING OF PERSONAL INFORMATION

Personal Information means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to-

1. (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
2. (b) information relating to the education or the medical, financial, criminal or employment history of the person;
3. (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
4. (d) the biometric information of the person;
5. (e) the personal opinions, views or preferences of the person;
6. (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
7. (g) the views or opinions of another individual about the person; and
8. (h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person;

Processing means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including-

9. the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
10. dissemination by means of transmission, distribution or making available in any other form; or
11. merging, linking, as well as restriction, degradation, erasure or destruction of information;

Personal information may only be processed if-

12. the data subject or a competent person where the data subject is a child consents to the processing;





13. processing is necessary to carry out actions for the conclusion or performance of a contract to which the data subject is party;
14. processing complies with an obligation imposed by law on the responsible party;
15. processing protects a legitimate interest of the data subject;
16. processing is necessary for the proper performance of a public law duty by a public body; or
17. processing is necessary for pursuing the legitimate interests of the responsible party or of a third party to whom the information is supplied.

### **3. PURPOSE OF LAWBELLA PROCESSING YOUR PERSONAL INFORMATION**

1. to perform the services and comply with the obligations set out in the relevant services contract;
2. to conduct due diligences including, but not limited to, relevant conflict and risk assessments prior to accepting you as a client (which may include any criminal checks);
3. to correspond and communicate with you;
4. to ensure that our records are current and accurate;
5. to ensure we issue accurate invoices, statements or fee notes for our services;
6. to send you information about products and services which we think will be of interest to you;
7. to comply with legal and regulatory obligations to which we are subject to;
8. for insurance purposes;
9. for the detection and prevention of fraud, crime, money laundering or other malpractice;
10. in connection with legal proceedings;
11. for reference purposes in tenders, proposals, resume's, marketing material and other similar submissions that LAWBELLA may make to prospective clients for the purpose of demonstrating LAWBELLA's experience and expertise;
12. for reference purposes in tenders, proposals, resume's and other similar submissions that LAWBELLA Employees may make to demonstrate their experience and expertise;





13. to comply with applicable legislation. A list of the applicable legislation in terms of which records are held by us can be found in our PAIA Manual.

14. online events, such as webcast events

#### **4. YOUR RIGHTS**

Please let us know if any of the personal information that we hold about you changes so that we can correct and update the personal information on our systems.

##### **1. Right of access to information**

You have the right to request confirmation as to whether we hold personal information related to you. You also have the right to request a copy of the personal information or a description of the personal information we hold about you. Submission of access request forms together with the details of the access request procedure can be found in our PAIA Manual.

##### **2. Right to request correction or deletion of personal information**

You have the right to request, subject to any applicable law and where appropriate, the correction, updating or deletion of your personal information held by us. Submission of a request for correction or deletion forms together with the details of the request for correction and deletion procedure can be found in our PAIA Manual.

##### **3. Right to object to the processing of personal information**

In certain circumstances, such as when we process your information for our or your legitimate interests, you may object to the processing of your personal information, unless we are required to process the information on another bases, such as a legal basis. Submission of objection forms together with the details of the objection procedure can be found in our PAIA Manual.

##### **4. Right to ask us to share your personal information in a usable format with another entity**

We are able to provide the personal information in commonly used and machine-readable format.

##### **5. Right to object to automated decision-making and profiling**

Where we use automated decision-making or profiling to make decisions, you may object to this profiling. Alternatively, you may ask that a person review a decision made, or that you be provided with the logic around such a decision, so that you can make a representation in respect of the decision.

##### **6. Right to unsubscribe from direct marketing**





Where you do not wish to receive marketing communication from LAWBELLA, you can unsubscribe from marketing emails by clicking on the unsubscribe link provided in each email.

We will still be able to contact you when there is important communication required to be sent.

#### 7. Right to withdraw consent

Where you have given your consent to a particular type of processing, you may withdraw that consent at any time by contacting us using the contact details set out below.

#### 8. Right to lodge a complaint with the information regulator

You have the right to lodge a complaint with the Information Regulator, in the prescribed manner and form, if you believe that we are interfering with the protection of your personal information. You can contact the Information Regulator on 010 023 5207 (telephone number) and can lodge a complaint via email on [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za).

### 5. INFORMATION SHARING

1. to service providers who may need to perform part of the Services, which may include other consultants or contractors;
2. to third parties who provide IT services, data processing or IT functionality services, for example cloud-based software providers, web hosting services, data analysis providers and data storage or backup providers;
3. to fulfil our contractual obligations to you;
4. to prospective clients for reference purposes in tenders, proposals, resume's, marketing material and other similar submissions that LAWBELLA may make, for the purpose of demonstrating LAWBELLA's experience and expertise;
5. to insurers;
6. to our Regulators;
7. where permitted by law, to protect and defend our rights and property; and
8. when required by law, and/or public authorities.

### 6. INFORMATION SECURITY AND RETENTION

Lawbella has taken all reasonable steps to ensure that personal information is protected by implementing appropriate, reasonable, technical security measures such as Anti-Virus, two factor authentication, access control measures, using trusted third parties.

We require all staff, contractors and consultants to keep personal information confidential and only authorised staff have access to this personal information.





We will retain your personal information in accordance with our data retention policy which sets out data retention periods required or permitted by applicable law.

## **7. INFORMATION TRANSFER**

Lawbella may transfer personal information outside of South Africa when personal information is stored on secured cloud servers outside of South Africa. Lawbella may transfer personal information outside of South Africa if a third party or software used in performing services or to ensure operational efficiency is located outside of South Africa. The law, corporate rules or agreement should include provisions that are (i) substantially similar to the conditions for the lawful processing of personal information in South Africa, for example EU states under GDPR or UK GDPR, and (ii) substantially similar to section 72 of POPIA, relating to the further transfer of personal information from the recipient to third parties that are in a foreign country.

When your personal information is transferred to a country whose data protection laws do not provide an adequate level of protection for your personal information, we use the European Commission's approved Standard Contractual Clauses or something similar in nature in order to ensure that the appropriate mechanisms and safeguards are in place.

## **8. COOKIES**

We use cookies, pixels and other technologies (collectively referred to as “cookies”). Our cookies do not store sensitive information such as your name or address, they simply just enable us to see behaviour on the web site to help us improve your experience:

- i. Recognizing you when you sign-up to use our services. This allows us to provide each user or data subject with customized features and services, if applicable.
- ii. Conducting research and diagnostics to improve the Company's website content, products, and services.
- iii. Preventing fraudulent activity.
- iv. Improving security.
- v. Delivering content, including ads, relevant to your interests.
- vi. Reporting. This allows us to measure and analyse the performance of our services.

You can manage browser cookies through your browser setting. The “Help” feature on most browsers will tell you how to prevent your browser from accepting new cookies; how to have the browser notify you when you receive a new cookie; how to disable cookies; and when cookies will expire. If you disable all cookies on your browser, the Company, nor any of its third parties, will transfer cookies to your browser. If you do this, however, you may have to manually adjust some preferences every time you visit a site and some features and services may not work.





## 9. CONTACT US

If you have questions or concerns regarding the way in which your personal information has been used, or should you have any questions about this Privacy Notice, please use the contact details set out below and provide the details relating to your query.

## 10. CHANGES TO THE PRIVACY NOTICE

Should we be required to collect additional personal information from you, we will send you an updated Privacy Notice.

## 11. TERMINATION

Should you at any point wish to revoke this consent, please contact us and we will assist you accordingly.

## 12. CONTACT DETAILS

You can contact us at [info@lawbella.co.za](mailto:info@lawbella.co.za)

Telephone number: +27 82 976 2168

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