



PRIVACY POLICY

PER THE PROTECTION OF PERSONAL INFORMATION ACT OF SOUTH AFRICA

Silicon Enterprise NA LLC

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SiliconCapital (Pty) Ltd

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1 Privacy Policy

1.1 Introduction

At Silicon Enterprise NA LLC (Silicon Enterprise) and its subsidiary, SiliconCapital (Pty) Ltd, we value and respect your privacy and strive to protect your Personal Information.

Silicon Enterprise will only collect and use your Personal Information in accordance with this Privacy Policy. By providing us with your Personal Information, you agree to this Privacy Policy and authorise us to process such information as defined in this policy.

Reference in this policy to “we”, “us”, “our”, or any similar terms is to Silicon Enterprise.

We have appointed an Information Officer at Silicon Enterprise who is responsible for overseeing this Privacy Policy. If you have any questions about this Privacy Policy, including any requests to exercise your legal rights, please contact the Information Officer using the details set out at the end of this document.

You have the right to make a complaint at any time to the South African Information Regulator’s office (Information Regulator’s Office of South Africa). We would, however, appreciate the chance to deal with your concerns before you approach any such regulator, so please contact us in the first instance.

1.2 Jurisdiction

Silicon Enterprise NA LLC, operates in the Republic of South Africa via its locally registered and domiciled business, SiliconCapital (Pty) Ltd.

As such, complies with the South African Protection of Personal Information Act No. 4 of 2013 (POPIA).

Our Data Subjects may reside within the Republic of South Africa, or in countries outside of this jurisdiction where the laws of those countries differ to the laws applicable in the Republic of South Africa.

The Personal Information we collect may, thus, be transferred to, stored and processed in the Republic of South Africa, which may be outside of the jurisdiction in which you reside. By accepting this Privacy Policy, and then submitting your Personal Information, you agree to the transfer, storing or processing of it outside of your jurisdiction.

1.3 Responsible Party and Operator Roles

Silicon Enterprise is the “Responsible Party” and is responsible for your Personal Information in instances where we decide the processing operations concerning your Personal Information.

We are the Responsible Party for the following types of Data Subjects and their Personal Information:

- Employees, Recruitment Candidates and Independent Contractors who are engaged by us to perform work
- Suppliers and Third Party Service Providers who we engage with to provide services to us
- Customers, or potential customers, who have engaged with us to provide services to them or are considering our services and opportunities for business development

During the course of engagement with our customers, and as part of the services we provide to our customers, we may also operate as an “Operator” of Personal Information. We may then collect, process, store and share Personal Information, as directed and authorised by our customers, of their customers, employees or other Data Subjects. In the course of the provision of any service to our customer where we collect, process, store or share any Personal Information on their behalf, our customer remains the Responsible Party of the Personal Information of their Data Subjects, and that Responsible Party’s privacy

terms will apply. Where possible and applicable, we will draw your attention to those Responsible Party's privacy terms.

This Privacy Policy describes our role as a Responsible Party of Personal Information and outlines when, how and why we collect, process, store and share the Personal Information of our Data Subjects.

1.4 How We Collect Personal Information

Silicon Enterprise's Data Subjects are typically persons or entities seeking information relating to our services, clients who utilise our services, employees or potential candidates for employment, and suppliers or third-party providers we utilise in the provision of services to our business or relating to the services we offer.

We act as the Responsible Party for the processing of this Personal Information, as defined in POPIA, in order to provide our services, receive services or enter into contractual arrangements. When we provide services to you, receive services from you or communicate with you, we may collect your Personal Information. We do this in various ways, including:

- When you provide it to us such as when submitting an enquiry through the contact form on our website.
- When you communicate with us by email, chat, telephone, social media communication tool (such as LinkedIn), or any other means of communication.
- When we engage in a contract with you in order to provide you with customer-specific services and to invoice and collect payment for agreed-upon services.
- When we provide support and customer services to you in the performance of a contract.
- When we engage with you for the provision of services to us as a third party service provider or in a business partnership with us as mutually agreed upon per a contractual arrangement.
- When you are employed by Silicon Enterprise as a full time or part time employee or as a business partner or contractor in order to fulfill our employment obligations to you.
- When you apply for employment with us in order to consider you for a role we have available.
- When we perform Client Due Diligence to verify your identity before entering into a business relationship.

1.5 What Personal Information We Collect

In order to engage with you and provide services to you, we may collect the following Personal Information from you, depending on the services required:

- Company Name, Company Registration, VAT Number, and other FICA-related documentation.
- First and last name
- ID Number (for engagement with individuals only)
- Email address
- Telephone number (mobile or landline number)
- Physical address
- Postal Address
- Bank account details for payment of suppliers, business partners, and employees
- Bank account details for wallet transactions and related services
- Technical and website usage information should you utilise our website

1.6 Use Of Cookies

Cookies are small data files that are placed on your computer (or other devices) when you visit a website. Cookies (and other similar technologies) help us give you the best experience of using our website. Cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A Cookie in no way gives us access to your computer, device or any information about you, other than the data you choose to share with us.

Subject always to obtaining your consent, where required, and in accordance with applicable law, when you visit our website, we may place Cookies onto your computer device, or read Cookies already on your computer or device. Our website also collects Personal Information through the use of cookies. We use Cookies to record information about your computer, device, your browser and, in some cases, your preferences and browsing habits. Cookies allow us to remember your actions or preferences over time.

For information on how to delete or reject cookies, you can consult the “help” function within your browser, or visit www.allaboutcookies.org, where you will also find more information about cookies generally.

1.7 Website Links

When you visit our website or view the information on our website, you may be able to access or click on links that direct you to other websites that are beyond our control. These websites may send their own cookies to you, collect Personal Information, technical or website usage information from you, or request Personal Information from you in the performance of another service. We do not control the Privacy Policies of these Third Parties and we cannot be held liable for the use of any Personal Information provided by you to them for any reason whatsoever.

1.8 Use of Personal Information

We use Personal Information for one or more of the following purposes:

- to communicate with you regarding the products or services you have requested information on
- to perform Client Due Diligence to verify your identity before entering into a business relationship.
- to engage with you and provide services to you as per a contractual arrangement
- to engage with you, receive services and compensate you for said services as per a contractual arrangement
- to employ you and facilitate your working arrangement with us and to fulfil our contractual obligations to you in this regard
- to review and consider you as a candidate for employment or as service provider to us
- to better manage our business and our relationship with you
- to provide customer support for the services you have engaged us to provide to you
- to conduct administrative and business functions
- to verify that payments for our services have been processed
- to update our records and keep your Personal Information up to date
- to improve our products and services, and to develop new products and services
- to notify you about benefits and changes to the features of our products and services
- to respond to your enquiries or customer service requests
- to resolve any disputes or respond to any complaints
- to prevent fraudulent or unauthorised use of our products and services

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- to enable you to effectively use our website
 - to compile website usage statistics
 - to assess the performance of our website and to improve its operation

Where necessary to protect our legal rights and interests, or the interests of others, we may also use Personal Information in relation to legal claims, compliance with other local regulations or regulations in other countries or jurisdictions, audits, risk management, law enforcement processes, and other regulatory functions.

1.9 Sharing of Personal Information

We may share Personal Information with:

- any person that works for Silicon Enterprise, either full-time or part time, if they have a valid job-related need to access this information - we follow the approach of least privileges necessary
- any business partner that is under contract to Silicon Enterprise to assist with the provision of our services
- any business partner that has contracted Silicon Enterprise as an Operator to assist with the provision of services
- companies, organisations and entities that provide services to us, including in relation to technical infrastructure, marketing and analytics, and web development
- third party service providers that assist us with fulfilling transactions and services that you have requested and consented to or form part of our contractual obligations with you
- suppliers, affiliates, partners or agents in order to provide you with our products and/or services
- our professional advisers, consultants and other similar services
- legal and regulatory authorities, upon request, or for the purposes of reporting any actual or suspected breach of applicable law or regulation
- any relevant party, law enforcement agency or court, to the extent necessary for the establishment, exercise or defence of legal rights
- any relevant party for the purposes of the prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties, including, but not limited to, safeguarding against and the prevention of threats to public security

We will otherwise treat your Personal Information as private and confidential and will not share it with other parties except:

- Where you have given permission
- Where we believe that it is reasonably necessary to comply with any law or regulation, legal process or governmental request, or to protect the rights, property or safety of us, our customers, or others

When we engage with business partners, third party service providers or affiliates that process your Personal Information in order to provide services to you or to facilitate the procurement of a product or service that you have requested from us, these entities will:

- be subject to binding contractual obligations to only process such Personal Information in accordance with our prior written instructions or contractual agreement with them
- use appropriate measures to protect the confidentiality, integrity and availability of such Personal Information entrusted to them

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- comply with our privacy principles and practices when we outsource any services to them
 - advise us as soon as possible after the detection of any incidents relating to the Personal Information of our Data Subjects, including unauthorised access to, exfiltration, alteration, destruction or loss of any of the Personal Information, so that we may act swiftly, appropriately and in accordance with our Data Breaches statement below

1.10 Personal Information Accuracy and Incomplete Personal Information

Whilst we take reasonable measures to maintain the quality and accuracy of your Personal Information, all Personal Information you provide to Silicon Enterprise via our website, or any other methods of collection as outlined above, should be accurate, complete, and up to date. Should your Personal Information change, it is your responsibility to notify us of the change and provide us with up to date information.

Where indicated, it is necessary for you to provide your Personal Information to us to enable us to provide you with information on our products and services. Should you decline to provide such information, or should such Personal Information be incomplete, we may not be able to provide you with the information you request.

1.11 Electronic Communications

In order for us to provide you with information about our products and services, you accept and agree that:

- Any communication, agreement, or notice relating to your request shall be provided to you electronically via the email address provided to Silicon Enterprise
- You will have access to the necessary hardware and software to receive, access, and retain electronic communications
- Communication sent to the email address provided will be deemed to have been received by you

You may withdraw your consent to receiving electronic communications at any time by contacting us at compliance@siliconenterprise.com but, should you withdraw consent, you may not receive further communications regarding any current or future services you have engaged with us about, or contracted us to provide you.

1.12 Security of Personal Information

Silicon Enterprise places great importance on ensuring the security of your Personal Information. Silicon Enterprise's Privacy Policy is to meet all local requirements for security measures for the integrity and confidentiality of Personal Information as specified in Section 19 of POPIA.

We promote the protection of Personal Information by maintaining and continuously improving our privacy and security culture. We ensure all employees, contractors, business partners and service providers processing Personal Information are trained on how to handle Personal Information securely, with the utmost respect, and in compliance with POPIA. We provide regular privacy and security training and awareness sessions to all our employees and contractors and, where relevant, to business partners and third party service providers as well. All employees, contractors, business partners and third party service providers are made aware of their responsibilities in terms of laws and rules that apply to the processing and to the protection of the Personal Information of our Data Subjects, and with regards to our expectations of them when processing their Personal Information on our behalf.

We make use of appropriate physical, administrative and technical security measures to protect all Personal Information that we collect and in our possession, and when we share Personal Information with other entities as outlined above. We regularly review our organisational security measures and ensure they are effective, up to date and follow best practices.

1.13 Transborder Flow of Personal Information

We may transfer your Personal Information to recipients, business partners, entities, third party service providers or affiliates outside of the Republic of South Africa, as outlined in this Privacy Policy, in order to provide our services to you.

Our Privacy Policy is to meet local country requirements for the flow of information and comply with the Data Protection, Privacy and other related laws and codes of conduct that apply in the countries where we transfer Personal Information to.

Personal Information may be transferred to a third party outside of the Republic of South Africa provided that the third party is subject to a law, binding corporate rules or a binding agreement that seeks to protect the Personal Information in line with this Privacy Policy and the transfer is necessary in order to provide the services that are required by you.

We will take reasonable actions to make sure that appropriate security measures are in place before we transfer your Personal Information to other countries if the transfer is necessary to provide services to you.

You may withdraw your consent to us processing or transferring your Personal Information across borders, however, this may mean that we are no longer able to offer our services to you.

1.14 Retention of Personal Information

Silicon Enterprise will retain your Personal Information in compliance with this Privacy Policy and in accordance with our Terms and Conditions or any contractual arrangements in relation to our services as agreed to by you or as agreed with you in the provision of services to us.

We will retain your Personal Information:

- for as long as is necessary to fulfil the purposes for which it was collected
- for the duration of your relationship with us
- for such a period after the conclusion of an agreement to provide our services to you or receive services from you as may be necessary for our legitimate business purposes and for our legal, financial, compliance, and other statutory obligations
- for the purposes of preventing fraud, resolving disputes and enforcing agreements

1.15 Children

We do not engage with, employ or knowingly collect Personal Information from anyone under the age of 18. If you are a parent or guardian and you are aware that your child has provided us with Personal Information, please contact us. If we become aware that we have collected Personal Information from children without verification of parental consent, we take steps to remove that information from our systems and servers.

1.16 Data Subject Rights

The Personal Information Silicon Enterprise collects, and the ways in which we use it, are necessary for us to provide our products and services to you. You may request access to any and all the Personal Information that Silicon Enterprise has in their possession about you upon provision of sufficient proof and verification of your identity.

You have the right to:

1. **Request your Personal Information** - This allows you to receive a copy of all your personal information held by us and to check that we are lawfully processing it.

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2. **Correct your Personal Information** - This allows you to have any of your incomplete or inaccurate information corrected, although we may need to verify the accuracy of the new information that you provide.
 3. **Delete your Personal Information** - This allows you to request that we delete or remove your personal information where there is no justifiable reason for us to continue processing the information. In addition, you have the right to request us to delete or remove your personal information where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal information in order to comply with a legal requirement. Please note that for specific legal reasons which will be notified to you, we may not always be able to comply with your request for erasure.
 4. **Object to the processing of your Personal Information** - You may object to our processing of your information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal information for direct marketing purposes. In some cases, we may be able to demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
 5. **Restrict the processing of your Personal Information** - This allows you to request that we suspend the processing of your personal information in the following scenarios:
 - a. if you want us to establish the accuracy of the information
 - b. where our use of the information is unlawful but you do not want us to erase it
 - c. where you need us to hold the information even if we no longer require it as you need it to establish, exercise or defend legal claims
 - d. you have objected to our use of your information but we need to establish whether we have overriding legitimate grounds to use it
 6. **Withdraw consent to the processing of your Personal Information** - You may withdraw consent at any time where we are relying on consent to process your personal information. However, this will not affect the lawfulness of any processing carried out before the withdrawal of your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

The above rights are limited in some situations, such as where we are legally required to process or store your data, and may limit your ability to use our products and services. We will advise you about this at the time of your Data Subject Access Request and taking into consideration the type of request.

In order to enact your Data Subject Access Request, you will normally not have to pay a fee to access your Personal Information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to assist us to confirm your identity and ensure your right to access your Personal Information (or to exercise any of your other rights). This is a security measure to ensure that personal information is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request in order to speed up our response.

We will endeavour to respond to all legitimate requests within 30 days. Occasionally it may take us longer than this if your request is particularly complex or if you have made a number of requests, in which case, we will notify you of the delay and keep you updated.

If you would like to exercise any of your Data Subject Rights, please contact compliance@siliconenterprise.com with your request.

1.17 Data Breaches

As a Responsible Party, we will notify our Data Subjects and the relevant supervisory authority as soon as we become aware of any data breach that is likely to result in a risk to your privacy rights and freedoms.

If you believe your Personal Information has been accessed or acquired by any unauthorised person, notify us immediately at compliance@siliconenterprise.com

1.18 Revisions to This Privacy Policy

We may amend this Privacy Policy from time to time. You should visit the website regularly to check when this Privacy Policy was last updated and to review the current policy.

1.19 Privacy Queries

Should you have any query in relation to this Privacy Policy or how we handle your personal data, please contact us via email at compliance@siliconenterprise.com

1.20 Information Officer Details

Silicon Enterprise's Information Officer is:

- Name: Eric Chowles
- Email: compliance@siliconenterprise.com

2 Document References

The following documents have been referenced in this document:

Document Name	Document Type
Protection of Personal Information Act: https://www.gov.za/documents/notices/protection-personal-information-act-regulations-information-register-english	External document

3 Document Control and Approval

The Information Officer is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of the Information Security Management System (ISMS).

3.1 Revision History

Version	Changes	Approving Manager	Date
1	Initial Publication	Eric Chowles	28/06/2021
2	Policy revamp in consultation with SB Risk Experts	Eric Chowles	05/12/2022
3	Added FICA references	Eric Chowles	10/12/2024
4	Policy review and SiliconCapital address update.	Eric Chowles	17/02/2026
5	Removed Silicon Enterprises Limited as a subsidiary.	Eric Chowles	14/07/2026