

- 7.2. Telephonic objections must be recorded and made available upon request.
- 7.3. Data subjects must be informed of their right to object at the point of data collection.

8. Right to Correction or Deletion

- 8.1. Data subjects may request correction, destruction, or deletion of personal information if it is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or unlawfully obtained.
- 8.2. These requests are to be submitted without charge, via accessible methods including email, fax, WhatsApp, and telephone (with recorded confirmation).
- 8.3. Responses to such requests must be provided within 30 days.

9. Consent for Direct Marketing

- 9.1. Explicit written consent is required prior to direct marketing through unsolicited electronic communication.
- 9.2. Accepted channels for consent include email, phone, SMS, WhatsApp, fax, and automated calling machines—all must be recorded and made available upon request.
- 9.3. Opt-out mechanisms are not considered valid consent.

10. Access to Personal Information

- 10.1. It is the Company's policy to make available all Personal Information to a Data Subject, where this is requested by the Data Subject in terms of the Company's Promotion of Access to Information Manual.
- 10.2. The Company shall ensure the following information is disclosed to a Data Subject:
 - 10.2.1. Personal Information being collected;
 - 10.2.2. details of the Responsible Party;
 - 10.2.3. purpose for which the Personal Information is being collected;
 - 10.2.4. whether the supply of Personal Information is mandatory or voluntary;
 - 10.2.5. consequences of failure to provide the Personal Information;
 - 10.2.6. any law authorising or requiring the collection of the Personal Information;
 - 10.2.7. the existence of rights of access to and rectification of the Personal Information collected; and
 - 10.2.8. any further information which is reasonably necessary to enable Processing.

11. Trans-border Personal Information Flows

- 11.1. The Company shall not transfer any Personal Information of a Data Subject to a third party that is situated in a foreign country, unless: