

TRACE TV'S PRIVACY AND PERSONAL INFORMATION POLICY

Trace TV (Pty) Ltd (reg: 2021/090777/07) ("**Trace TV**") adheres to the highest standards of protecting your personal information as an external data subject to Trace TV, when we process it by virtue of your use of our Services, your use of our website <https://trace.tv/> or any of its related websites, applications or platforms (collectively, "**the Website**"), when contracting with us, partnering with us, or by providing us with your personal information in any other way. As such, we have created this specific and detailed Privacy Policy ("**Policy**") for you to read and appreciate exactly how we safeguard your personal information and respect your privacy when engaging with the company.

- Please note that Trace TV is a private limited liability for profit company duly registered and operating in accordance with the laws of South Africa.
- For more information regarding your personal information lawfully stored or used by Trace TV, please contact southafrica@trace.tv who will gladly assist.
- Please ensure that you read all the provisions below, and our other Trace TV rules and policies which may apply from time to time and made available to you, to understand all of your, and our, rights and duties.

1. Important Information and Who We Are

1.1. Purpose of this Privacy Policy

1.1.1. This Privacy Policy aims to give you information on how Trace TV collects and processes your personal data through any form of your engagement with Trace TV, such as when you provide your third-party services to us (such as being an advertiser), or correspond with us, subscribe to our publications, work on projects with us, access or use the Website, or provide us with your personal information in any other way (such as when participating in events/webinars, taking part in a competition or signing up for newsletters).

1.1.2. This Privacy Policy complies with, and facilitates the obligations required from, South African *Protection of Personal Information Act, No. 4 of 2013* ("**POPI**"), as amended.

1.1.2.1. **Users with citizenships from jurisdictions other than of South Africa, please note that Trace TV complies with all South African data protection laws when processing your personal information pursuant to the Services as we are a South African entity operating and processing in the South African market. Should foreign law be applicable in any regard to your use of the Services and/or the Website in any way, including how we may process your personal information, please contact Trace TV at southafrica@trace.tv who will gladly engage you on its application and your rights.**

1.1.3. It is important that you read this Privacy Policy together with any other privacy policy or fair processing notice we may provide on specific occasions when we are collecting or processing personal data, so that you are fully aware of how and why we are using your data. This Privacy Policy supplements the other notices and is not intended to override them.

1.1.4. **We do not process special categories of personal data nor the data of minors. Do not provide us with any such personal data, where the provision of same will constitute an immediate and automatic material breach of these terms.**

1.2. Responsible Party and Operator Roles

1.2.1. Trace TV is the "Responsible Party" and is responsible for your personal data in instances where we decide the processing operations concerning your personal data. Sometimes we also operate as a "Operator" of personal data on behalf of a third-party Responsible Party,

where that Responsible Party's privacy terms will apply, but we will draw your attention to them, when applicable.

1.2.2. We have appointed an Information Officer ("IO") at Trace TV who is responsible for overseeing questions in relation to this Privacy Policy. If you have any questions about this Privacy Policy, including any requests to exercise your legal rights, please contact the IO using the details set out below.

1.2.3. Our full details are:

- Full name of legal entity: Trace TV (Pty) Ltd.
- Name of IO: Valentine Gaudin-Muteba
- Email address: southafrica@trace.tv
- Postal address: 7 Keyes Avenue & cnr Tyrwhitt, 1st floor, the design district, Rosebank, Johannesburg, 2092
- Telephone number: +27108222470

1.2.4. You have the right to make a complaint at any time to the South African 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.

1.3. Changes to the Privacy Policy and your Duty to Inform us of Changes

1.3.1. This Privacy Policy version was last updated on 08 September 2022 and historic versions are archived and can be obtained by contacting us.

1.3.2. **It is important that the personal data we hold about you is accurate and current at all times. Please let us keep your personal information updated by contacting us should any of your personal information change. We will not know if your personal information changes without you telling us, so please let us know immediately should changes occur. Trace TV will not be liable for any incorrect personal data it may hold on/about you if you do not notify us of the changes needed.**

1.4. Third-Party Links on Website or otherwise

1.4.1. The Website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements or terms. When you leave our Website, or engage with such third parties, we encourage you to read the distinct privacy policy of every third-party you engage with.

2. The Data We Collect About You

2.1. "Personal data", or "personally identifiable information", means any information about an individual, both natural and/or juristic entities, from which that entity can be identified. It does not include data where the identity has been removed (anonymous data).

2.2. We may collect, use, store and transfer ("**process**") different kinds of personal data about you which we have grouped together as follows:

Clients:

2.2.1. **Contact Data** including email address, registered/physical address and telephone number;

2.2.2. **Identity Data** including full name, ID number and/or company name and company registration number;

2.2.3. **Social Media Data** including all information accessible on your publicly available profile such as images, photos, photo tags, likes, followers, comments, posts and stories;

- 2.2.4. **Usage Data** including information about how you use our organisation, Website, surveys, events and Services;
- 2.2.5. **Marketing and Communications Data** including your preferences in receiving notices and marketing from us and our third parties and your communication preferences;
- 2.2.6. **Technical Data** including internet protocol address/es, your login data, browser type and version, time zone setting and location, geo-locationary data, GPS pings and calculations, cookies, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access the Website;

Contractors (including content contributors):

- 2.2.7. **Identity Data** including full name, ID number and/or company name and company registration number;
- 2.2.8. **Contact Data** including personal/company address, email addresses and telephone numbers;
- 2.2.9. **Technical Data** including internet protocol address/es, your login data, browser type and version, time zone setting and location, geo-locationary data, GPS pings and calculations, cookies, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access the Website;
- 2.2.10. **Financial Data** including bank account details, third-party payment provider information and payment card details;
- 2.2.11. **Transaction Data** including details about payments to and from you, service or performance contracts, work results (including contributed content) contractual terms, contract fees, signups, invoices and other details of services you have obtained from us, or provide to us;

All other third parties (such as affiliates and musicians):

- 2.2.12. **Identity Data** including full name, country of residence, title, or the information about your company such as company registration details, company address and name;
 - 2.2.13. **Contact Data** including email address, physical/registered addresses, social media contact details and telephone numbers;
 - 2.2.14. **Financial Data** including bank account details, third-party payment provider information and payment card details (which we do not store but only provide to our authorised third-party payment service provider under contract with us);
 - 2.2.15. **Social Media Data** including all information accessible on your publicly available profile such as images, photos, photo tags, likes, followers, comments, posts and stories;
 - 2.2.16. **Transaction Data** including details about payments to and from you, contracts, contractual terms, contract fees, signups, subscriptions, invoices and other details of products and services you have obtained from us, or provide to us;
 - 2.2.17. **Technical Data** including internet protocol address/es, your login data, browser type and version, time zone setting and location, cookies, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access the Website;
 - 2.2.18. **Usage Data** including information about how you use our organisation, Website, competitions, events and Services; and
 - 2.2.19. **Marketing and Communications Data** including your preferences in receiving notices and marketing from us and our third parties and your communication preferences.
- 2.3. We also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does **not** directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific Website feature. However, if we combine or connect Aggregated Data with your personal data so that it can

directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this Privacy Policy.

- 2.4. Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with our Services).

3. How is Your Personal Data Collected?

- 3.1. We use different methods to collect data from and about you, including through:

- 3.1.1. **Direct interactions:** You may give us your **Identity, Marketing and Communications, Contact, Transaction, Usage, Social Media, Subscriber Status, Technical and Financial Data** by filling in various Trace TV forms when contracting with us and/or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- 3.1.1.1. use our Services;
- 3.1.1.2. use our Website;
- 3.1.1.3. contract with us;
- 3.1.1.4. consult with us;
- 3.1.1.5. provide us with your services;
- 3.1.1.6. complete forms;
- 3.1.1.7. subscribe to any of our publications;
- 3.1.1.8. enter a competition or promotion;
- 3.1.1.9. interact with us via social media, such as a Facebook, Twitter, Instagram, LinkedIn, and YouTube; or
- 3.1.1.10. request information to be sent to you.

- 3.1.2. **Automated technologies or interactions:** As you interact with our Website, we may automatically collect **Technical and Usage Data** about your equipment, browsing actions and patterns. We may collect this personal data by using cookies, server logs and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies.

- 3.1.3. **Third parties or publicly available sources:** We may receive personal data about you from various third parties and public sources as set out below:

- 3.1.3.1. analytics providers Google Analytics based in the USA;
- 3.1.3.2. social networks Facebook, Instagram, Twitter, Tik Tok and YouTube based in the USA;
- 3.1.3.3. marketing platforms Salesforce, Infobip, Mailchimp, Wishpond, Zendesk based in the USA and UK; and
- 3.1.3.4. search information providers Google based in the USA;
- 3.1.3.5. providers of technical and/or payment services being Recurly, Paypal, Amazon Fire, and Sonosuite based in the USA.

4. How We Use Your Personal Data

- 4.1. We will only use your personal data when the law allows us to and for legitimate reasons, which you hereby expressly understand and consent to. Most commonly, we will use your personal data in the following circumstances:

- 4.1.1. where we have your express consent to do so;
- 4.1.2. where we need to consult with you or perform on the Services contract we are about to enter into or have entered into with you;

- 4.1.3. where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests; and/or
- 4.1.4. where we need to comply with a legal or regulatory obligation as a media/journalism entity operating in South Africa.
- 4.2. Purposes for which we will use your personal data:
 - 4.2.1. We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are, where appropriate, and which exact External Third Parties your personal data is handed to for same reasons.
 - 4.2.2. Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

PURPOSE / ACTIVITY	TYPE OF DATA	LAWFUL BASIS FOR PROCESSING INCLUDING BASIS OF LEGITIMATE INTEREST	SPECIFIC EXTERNAL THIRD PARTY TO WHOM THE INFORMATION IS PROVIDED, AND FOR WHAT REASON (IF ANY)
To engage with you after you have contacted us requesting an engagement via the Website or otherwise	(a) Identity (b) Contact (c) Technical	(a) Express consent (b) Performance of a contract with you (c) Necessary for our legitimate interests (to keep our records updated and to study how users utilize our services, as well as to develop our services and grow our organisation)	Salesforce based in California, United States Infobip based in London, United Kingdom Mailchimp based in Atlanta, United states Wishpond based in Vancouver, Canada Zendesk based in San Francisco, United States
To contract with you as a service provider, journalist, advertiser, musician, and/or creditor/debtor etc. to Trace TV	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications (f) Social Media (g) Usage	(a) Performance of a contract with you (b) Express consent (c) Necessary to comply with a legal obligation (a) Necessary for our legitimate interests (to allow you to provide us with your services, and to keep our records updated and to study how we may use third-party services)	Recurly based in San Francisco, United States Paypal based in San Jose, United States Apple based in Cupertino, United States Google based in Mountain view, United States Amazon Fire, based in Seattle, United States Sonosuite based in Barcelona, Spain Salesforce based in California, United States Infobip based in London, United Kingdom

PURPOSE / ACTIVITY	TYPE OF DATA	LAWFUL BASIS FOR PROCESSING INCLUDING BASIS OF LEGITIMATE INTEREST	SPECIFIC EXTERNAL THIRD PARTY TO WHOM THE INFORMATION IS PROVIDED, AND FOR WHAT REASON (IF ANY)
			Mailchimp based in Atlanta, United states
To allow you to use the Website	(a) Technical (b) Usage (c) Marketing and Communications	(a) Performance of a contract with you (b) Express consent	Sonosuite based in Barcelona, Spain Salesforce based in California, United States Infobip based in London, United Kingdom Mailchimp based in Atlanta, United states Wishpond based in Vancouver, Canada Zendesk based in San Francisco, United States
To register you as a participant in any competition or promotion.	(a) Identity (b) Contact	(a) Express consent (b) Performance of a contract with you	Wishpond based in Vancouver, Canada Typeform based in Barcelona, Spain MonkeySurvey based in San Mateo, United States Eventbrite based in San Francisco, United States
To process and service payment for any services rendered to Trace TV or its service providers To manage payments, fees and charges	(a) Identity (b) Contact (c) Financial (d) Transaction	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to make or receive necessary organisation payments) (c) Express consent	Recurly based in San Francisco, United States Paypal based in San José, United States Apple based in Cupertino, United States Google based in Mountain view, United States Amazon Fire, based in Seattle, United States Sonosuite based in Barcelona, Spain
To provide you with our Services as contracted	(a) Contact (b) Identity (c) Financial (d) Transaction (e) Marketing and	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to make or receive necessary organisation	Recurly based in San Francisco, United States Paypal based in San José, United States Apple based in Cupertino, United States

PURPOSE / ACTIVITY	TYPE OF DATA	LAWFUL BASIS FOR PROCESSING INCLUDING BASIS OF LEGITIMATE INTEREST	SPECIFIC EXTERNAL THIRD PARTY TO WHOM THE INFORMATION IS PROVIDED, AND FOR WHAT REASON (IF ANY)
	Communications (f) Social Media (g) Usage	payments) (c) Express consent (d) Legal obligation	Google based in Mountain view, United States Amazon Fire, based in Seattle, United States Sonosuite based in Barcelona, Spain Salesforce based in California, United States Infobip based in London, United Kingdom Mailchimp based in Atlanta, United states Zendesk based in San Francisco, United States Adsense based in Mountain view, United States
To manage our relationship with you which may include notifying you about changes to our terms or Privacy Policy or Services	(a) Identity (b) Contact (c) Marketing and Communications (d) Social Media	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and to study how users utilize our Services) (d) Express consent	Salesforce based in California, United States Infobip based in London, United Kingdom Mailchimp based in Atlanta, United states Facebook based in Menlo Park, California, United States Instagram based in Menlo Park, California, United States Twitter based in San Francisco, United States TikTok based in Culver City, California, United States YouTube based in San Bruno, United States
To administer and protect our company and our Website (including troubleshooting, data analysis, testing, system maintenance, support, reporting	(a) Identity (b) Contact (c) Technical (d) Usage	(a) Necessary for our legitimate interests (for running our organisation, provision of administration and IT services, network security, to prevent fraud and in the context	Jira based in Sydney, Australia Applause based in Framingham, United States Appsflyer based in San Francisco, United States

PURPOSE / ACTIVITY	TYPE OF DATA	LAWFUL BASIS FOR PROCESSING INCLUDING BASIS OF LEGITIMATE INTEREST	SPECIFIC EXTERNAL THIRD PARTY TO WHOM THE INFORMATION IS PROVIDED, AND FOR WHAT REASON (IF ANY)
and hosting of data)		<p>of an organisation restructuring exercise)</p> <p>(b) Necessary to comply with a legal obligation</p> <p>(c) Express consent</p>	<p>Amplitude based in San Francisco, United States</p> <p>Firebase based in San Francisco, United States</p> <p>Google Analytics based in Mountain View, United States</p> <p>Microsoft Power Bi based in Redmond, Washington, United States</p>
To use data analytics to improve our Website, Services, user-relationships, and experiences	<p>(a) Technical</p> <p>(b) Identity</p> <p>(c) Usage</p> <p>(d) Social Media</p>	<p>(a) Necessary for our legitimate interests (to define types of users for our services, to keep our Website updated and relevant, to develop our organisation and to inform our marketing strategy)</p> <p>(b) Express consent</p>	<p>Appsflyer based in San Francisco, United States</p> <p>Amplitude based in San Francisco, United States</p> <p>Firebase based in San Francisco, United States</p> <p>Google Analytics based in Mountain View, United States</p> <p>Microsoft Power Bi based in Redmond, Washington, United States</p> <p>Facebook based in Menlo Park, California, United States</p> <p>Instagram based in Menlo Park, California, United States</p> <p>Twitter based in San Francisco, United States</p> <p>TikTok based in Culver City, California, United States</p> <p>YouTube based in San Bruno, United States</p>
To provide you with direct and user-specific marketing, make suggestions and recommendations to you about events or services that may be	<p>(a) Identity</p> <p>(b) Contact</p> <p>(c) Technical</p> <p>(d) Marketing and Communications</p> <p>(e) Social Media</p>	<p>(a) Necessary for our legitimate interests (to develop our services and grow our organisation)</p> <p>(b) Express consent</p>	<p>Salesforce based in California, United States</p> <p>Infobip based in London, United Kingdom</p> <p>Mailchimp based in Atlanta, United states</p>

PURPOSE / ACTIVITY	TYPE OF DATA	LAWFUL BASIS FOR PROCESSING INCLUDING BASIS OF LEGITIMATE INTEREST	SPECIFIC EXTERNAL THIRD PARTY TO WHOM THE INFORMATION IS PROVIDED, AND FOR WHAT REASON (IF ANY)
of interest to you			<p>Facebook based in Menlo Park, California, United States</p> <p>Instagram based in Menlo Park, California, United States</p> <p>Twitter based in San Francisco, United States</p> <p>TikTok based in Culver City, California, United States</p> <p>YouTube based in San Bruno, United States</p>

4.2.3. Marketing

4.2.3.1. You will receive marketing communications from us if you are under contract with us or are a data subject of ours by accepting this Policy.

4.2.3.2. We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising. To manifest your rights attached to any marketing sent to you, please use the in-built prompts provided on those communications, or contact us.

4.2.4. Change of Purpose

4.2.4.1. We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

4.2.4.2. If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

4.2.4.3. Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by national law.

5. Disclosures of Your Personal Data

5.1. We may have to share your personal data with the parties set out below for the purposes set out in the table above.

5.1.1. Internal Third Parties as set out in the Glossary;

5.1.2. External Third Parties as set out in the Glossary;

5.1.3. Specific third parties listed in the table above; and/or

5.1.4. Third parties to whom we may choose to sell, transfer, or merge parts of our organisation or our assets. Alternatively, we may seek to acquire other organisations or merge with them. If a change happens to our organisation, then the new owners may use your personal data in the same way as set out in this Privacy Policy.

- 5.2. We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions and standards.

6. Cookies

- 6.1. The Website may make use of “cookies” to automatically collect information and data through the standard operation of the Internet servers. “Cookies” are small text files a website can use (and which we may use) to recognise repeat users, facilitate the user’s on-going access to and use of a website and allow a website to track usage behaviour and compile aggregate data that will allow the Website operator to improve the functionality of the Website and its content, and to display more focused advertising to a user by way of third party tools.
- 6.2. The type of information collected by cookies is not used to personally identify you. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature. Please note that cookies may be necessary to provide you with certain features available on our Website, and thus if you disable the cookies on your browser you may not be able to use those features, and your access to our Website will therefore be limited. If you do not disable “cookies”, you are deemed to consent to our use of any personal information collected using those cookies, subject to the provisions of this Policy and our other policies or terms.

7. International Transfers

- 7.1. We may share your personal data within the Trace TV group of organisations and affiliates, and this may involve transferring and processing your data outside of South Africa.
- 7.2. Whenever we transfer your personal data out of either territory, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:
 - 7.2.1. We will always have a contract in place covering the processing of data and service-provision between the parties; and
 - 7.2.2. We will only provide your personal data to an entity that processes personal information at standards equal to or better than ours; or
 - 7.2.3. We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the South African Information Regulator’s office; or
 - 7.2.4. Where we use certain service providers, we may use specific contracts/clauses approved by the South African Information Regulator’s office which give personal data the same protection it has in South Africa.
- 7.3. Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of South Africa.

8. Data Security

- 8.1. We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed by using DataWarehouse as an internal server (with a backup storage) only accessible via our VPN installed in the computer. The DataWarehouse server uses the BI Microsoft suite. The data is crypted when shared internally and the contacts are anonymised when asking to be deleted from our database. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a legitimate need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.
- 8.2. We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

9. Data Retention

- 9.1. We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

- 9.2. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data, any other South African applicable law requiring us to retain the data and whether we can achieve those purposes through other means, and the applicable legal requirements.
- 9.3. Details of retention periods for different aspects of your personal data are available from us by contacting us.
- 9.4. In some circumstances you can ask us to delete your data; see below for further information.
- 9.5. In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

10. Your Legal Rights

- 10.1. Under certain circumstances, you have rights under data protection laws in relation to your personal data where we are the relevant “Responsible Party” over such personal data. Please contact us to find out more about, or manifest, these rights:
 - 10.1.1. request access to your personal data;
 - 10.1.2. request correction of your personal data;
 - 10.1.3. request erasure of your personal data;
 - 10.1.4. object to the processing of your personal data;
 - 10.1.5. request a restriction of processing your personal data;
 - 10.1.6. request transfer of your personal data; and/or
 - 10.1.7. right to withdraw consent.
- 10.2. You will not have to pay a fee to access your personal data (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.
- 10.3. We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data 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 to speed up our response.
- 10.4. We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

11. Glossary

11.1. Lawful Basis

- 11.1.1. **Legitimate Interest** means the interest of our company in conducting and managing our organisation to enable us to give you the best service and the most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us.
- 11.1.2. **Performance of Contract** means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

- 11.1.3. **Comply with a legal or regulatory obligation** means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to (such as tax laws).
- 11.1.4. **Express consent** means the confirmed express consent you have provided to our processing of your personal data by actively accepting this Privacy Policy.
- 11.2. **Third Parties**
- 11.2.1. **Internal Third Parties** means other entities or parties in the Trace TV group acting as joint responsible parties or operators and who are based in South Africa and provide IT and system administration services and undertake reporting.
- 11.2.2. **External Third Parties** means:
- 11.2.2.1. Authorised third-party service providers under contract with Trace TV who need your personal information in order to contact and transact with you pursuant to your use of our Services (such as banks, lawyers, delivery agents etc.);
- 11.2.2.2. specific third parties who have been identified in the table above;
- 11.2.2.3. service providers acting as operators based in South Africa who provide IT and system administration services;
- 11.2.2.4. South African or other national governments and/or their respective authorities pursuant to our adherence with anti-corruption, crime-fighting and/or media-related legislation; and/or
- 11.2.2.5. professional advisers acting as operators or joint responsible parties including lawyers, bankers, auditors and insurers based in South Africa who provide consultancy, banking, legal, insurance and accounting services as required.

11.3. Your legal rights

You have the right to:

- 11.3.1. **Request access** to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- 11.3.2. **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- 11.3.3. **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no valid reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data 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 data to comply with local law. **Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be communicated to you, if applicable, at the time of your request (most commonly being other national laws requiring us to continue to process your personal data for a lawful, prescribed reason).**
- 11.3.4. **Object to processing** of your personal data 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 data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- 11.3.5. **Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- 11.3.5.1. if you want us to establish the data's accuracy;
 - 11.3.5.2. where our use of the data is unlawful but you do not want us to erase it;
 - 11.3.5.3. where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
 - 11.3.5.4. you have objected to our use of your data, but we need to verify whether we have overriding legitimate grounds to use it.
- 11.3.6. **Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform on a contract with you.
- 11.3.7. **Withdraw consent at any time** where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain Website access or Services to you. We will advise you if this is the case at the time you withdraw your consent. **Please take note that regardless of your right to withdraw consent/manifest a data right under POPI, other South African legislation applies and may require that we continue to process your data in order to comply with anti-corruption, media, crime-fighting and/or other national legislation, which you expressly understand and agree to.**