



# DP 1001- Privacy Policy

## Lleida.net South Africa

Version 1.0  
2021 - August

LLEIDANETWORKS SERVEIS TELEMATICS, S.A.C/General  
Lacy, 42, 28045 - Madrid (Spain)

LLEIDANET SOUTH AFRICA  
PO Box 7750, Centurion, Gauteng, South Africa

## Change control

Date	Version	Changes	Author
01/06/2020	1.0	Author	Eva Pané
09/11/2020	1.2	Description of conservation periods and fraud risk management	Eva Pané
14/06/2021	1.3	Adaptation for South Africa	Bianca Pop

## Distribution list

Departments
Lleida.net

## Document classification and status

<b>Document classification</b>	Public
--------------------------------	--------

<b>Document status</b>	Approved
------------------------	----------

## Contents

Change control .....	1
Distribution list .....	1
Document classification and status .....	1
1 Introduction .....	3
1.1 Aim .....	3
1.2 Scope of Application .....	3
1.3 Distribution .....	3
1.4 Review .....	3
2 Privacy policy .....	4
2.1 Scope .....	4
2.2 Data controller .....	4
2.3 Purpose of data processing .....	4
Fraud prevention .....	4
On Social networks .....	5
2.4 Legitimacy .....	5
2.5 Data storage .....	5
2.6 Recipients .....	6
Regulators .....	6
Law enforcement .....	6
Transfers of personal information outside Republic .....	6
2.7 Origin .....	7
2.8 Data Protection Rights .....	7
Procedure for protection rights .....	7
Complaint with a supervisory authority .....	8
2.9 Assurance level .....	8
2.10 Confidentiality .....	8
2.11 Responsibility .....	9
2.12 Cookies .....	9
2.13 Privacy policy amendment .....	9
2.14 Applicable law and jurisdiction .....	9

## **1 Introduction**

### **1.1 Aim**

This document aims to define Lleida.net Management's commitment of the personal data it deals with.

### **1.2 Scope of Application**

All members of Lleida.net, as well as all third parties identified under the scope of the Information Security Management System (ISMS).

### **1.3 Distribution**

After approval by the Operational Group, this document must be accessible to all people included on the distribution list specified in the document change control through the adequate channels.

### **1.4 Review**

This document shall be reviewed and subject to approval annually by the Lleida.net Steering Committee. Nonetheless, any changes that may be relevant to the Organization, whether they may be operational, legal, regulatory, or contractual, shall be reviewed whenever deemed necessary so as to ensure the document is correct at all times.

## 2 Privacy policy

### 2.1 Scope

LLEIDA.NET undertakes to guarantee the confidentiality of the data provided by the stakeholders. Therefore, in terms of data protection, we ensure compliance with The Protection of Personal Information Act 4 of 2013 (POPIA) and Regulation (EU) 2016/679 of the European Parliament and the Council, of 27 April 2016(GDPR).

LLEIDA.NET will provide information so that, prior to completing the interested party's personal data, the latter can access the specific Privacy Policy of the treatment of their data and any other relevant information regarding Data Protection.

### 2.2 Data controller

Data controller contact details: LLEIDANET SOUTH AFRICA with Registration Number 2020/736639/7 registered address at Central Office Park Unit, 257 JEAN AVENUE, CENTURION, GAUTENG 0157 (hereinafter, LLEIDA.NET).

### 2.3 Purpose of data processing.

LLEIDA.NET undertakes always to use the personal data of the interested parties for specific, explicit, and legitimate purposes.

The purpose of this policy is to describe the way that LLEIDA.NET collect, store, use, and protect information that can be associated with you or another specific natural or juristic person and can be used to identify you or that person (personal information).

In those cases, in which it is intended to carry out a treatment of your data for a purpose other than the one that was initially consented by the interested parties, they will be provided with information about the new purpose to obtain, again, their consent.

When, with the personal data of the interested parties, profiles can be elaborated or automated decisions can be made, information will be provided about it and its consequences.

### Fraud prevention

The data processing for sending SMS and eKYC service are used in addition to their main purpose, to train the classifier algorithm and provide the learning service for preventing eventual fraudulent operations in the use of the aforementioned services.

### On Social networks

LLEIDA.NET has profiles on some leading social networks, being responsible for processing the data published on them.

The processing that will be carried out with the data within each of the aforementioned networks will be, at most, the one that the social network allows for corporate profiles.

Thus, you can inform, when the law does not prohibit it, its followers by any means by any means permitted by the social network about its activities, presentations, offers, as well as providing personalized customer service.

In no case will LLEIDA.NET extract data from social networks unless the user's consent is promptly and expressly obtained for it.

## 2.4 Legitimacy

This policy applies to:

- visitors to LLEIDA.NET website; or
- customers who have ordered or requested the goods or services that LLEIDA.NET provide.

The interested party will have full rights to its data and to its use thereof and may exercise them at any time.

No data will be transferred to third parties, except legal obligation without having previously obtained their consent for so doing.

The data subject will be informed explicitly about the legitimacy of the processing of their data, for example:

- execution of a contract in case you have signed an agreement with LLEIDA.NET and will be informed in the contract or in the General Terms in case the contracting process has been finalized through the websites.
- consent, in the cases of contact forms or newsletter subscription on Lleida.net websites.
- the legitimate interest, for the treatment of data in which a training for the classifier algorithm is carried out in the framework of fraud prevention

## 2.5 Data storage

Data will be kept in a way that allows the identification of the interested parties for no longer than is necessary for the purposes for which the personal data are processed.

The data subject will be specifically informed about the storage data time limit, for example: Execution of a contract during the term of the contract and the period of prescription of contractual responsibilities.

- fraud prevention, within 72 hours from the data collection

## 2.6 Recipients

LLEIDA.NET may share your personal information with:

- other divisions or companies within the group of companies to which we belong so as to provide joint content and services like registration, for transactions and customer support, to help detect and prevent potentially illegal acts and violations of our policies, and to guide decisions about our products, services, and communications (they will only use this information to send you marketing communications if you have requested their goods or services).
- an affiliate, in which case we will seek to require the affiliates to honor this privacy policy.

## Regulators

We may disclose your personal information as required by law or governmental audit.

## Law enforcement

We may disclose personal information if required:

- by a subpoena or court order.
- to comply with any law.
- to protect the safety of any individual or the general public; and
- to prevent violation of our customer relationship terms.

LLEIDA.NET will only transfer the data of the data subject in case of legal obligation, and in no case the personal data will be shared with third parties without obtaining their prior consent, unless the transfer of their data is necessary for the maintenance of the relationship, as well as in the cases provided by the data protection regulations in force at any time.

## Transfers of personal information outside Republic

Article 72 of the PoPIA allows the transfer of personal information outside of South Africa, subject to the following conditions:

- the third party who is the recipient of the information is subject to a law, binding corporate rules or a binding contract that provides an adequate level of protection (as described in the PoPIA)
- the owner of the data authorizes the transfer.

- the transfer is necessary for the execution of a contract between the owner of the data and the controller, or for the implementation of pre-contractual measures received in response to the request of the owner of the data.
- the transfer is necessary for the formalization or execution of a contract concluded in the interest of the owner of the data between the controller and a third party; or
- the transfer is for beneficiaries to the owner of the data, as established by the PoPIA.

## 2.7 Origin

If the personal data were not obtained directly from the data subject, as a result of a legitimate assignment, or from sources of public access, they will be duly informed by any means that proves that the duty to inform has been fulfilled.

## 2.8 Data Protection Rights

### Procedure for protection rights

Those interested may send a written communication to the registered office of LLEIDA.NET, or email to [gdpr@lleida.net](mailto:gdpr@lleida.net) attaching a photocopy of their ID or another identification document, to request the exercise of the following rights:

- Right of access: the data subject shall have the right to obtain from LLEIDA.NET confirmation whether personal data concerning him or her are being processed.
- Right to rectification and to erase; inaccurate personal data concerning him or her.
- The data subject shall have the right to object, on grounds relating to his or her particular situation, at any time to processing of personal data concerning him or her, in which case LLEIDA.NET shall no longer process the personal data unless the controller demonstrates compelling legitimate grounds for the processing which override the interests, rights and freedoms of the data subject or for the establishment, exercise or defence of legal claims.
- In certain circumstances, the data subject shall have the right to data portability, the data subject shall have the right to have the personal data transmitted directly from LLEIDA.NET to another controller, where technically feasible.
- The data subject has the right to ask us to restrict your personal of your persona processing in certain circumstances. In this case, LLEIDA.NET will only keep your data for the exercise or defence of claims.
- In certain circumstances, there is the possibility of withdrawing consent: if that consent has been granted for a specific purpose, the data subject has the right to withdraw consent at any time, without affecting the legality of the treatment based on consent prior to withdrawal.



### **Complaint with a supervisory authority**

If a user considers there may be a problem with the way LLEIDA.NET is handling its data, it can address to LLEIDA.NET or to the corresponding data protection control authority, being in South Africa, The Information Regulator (South Africa), <https://www.justice.gov.za/inforeg/>.

## **2.9 Assurance level**

At LLEIDA.NET, we maintain the highest security levels to protect the personal data of the data subject against loss, destruction, accidental damage and unauthorized or illegal access, treatment, or disclosure. Upon receipt of data, we use rigorous security procedures and features to prevent any unauthorized access. LLEIDA.NET infrastructure is continuously monitored to ensure the confidentiality, integrity and availability of clients' data.

Considering the state of the art, the costs of implementation and the nature, scope, context, and purposes of processing, as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, LLEIDA.NET shall implement appropriate technical and organizational measures to ensure a level of security appropriate to the risk.

The actions described in this section and appropriate measures to guarantee an adequate level of security for the risk detected will include, inter alia as appropriate:

1. The pseudonymization and encryption of personal data, where necessary.
2. The ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services.
3. The ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident.
4. a process for regularly testing, assessing, and evaluating the effectiveness of technical and organizational measures for ensuring the security of the processing.
5. Periodic assessment of the risk of destruction to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, personal data transmitted, stored, or otherwise processed.
6. The processor and any person acting under the authority of LLEIDA.NET, who has access to personal data, shall not process those data except on instructions from LLEIDA.NET.

## **2.10 Confidentiality**

Personal data shall be processed in a manner that ensures appropriate security of the personal data, including protection against unauthorized or unlawful processing and accidental loss, destruction, or damage, using appropriate technical or organizational measures ('integrity and confidentiality').

### **2.11 Responsibility**

The user will be solely responsible for filling out forms with false, imprecise, incomplete, or out-of-date data.

### **2.12 Cookies**

Lleida.net websites use cookies, which are small data files generated on the user's or client's computer and that allow our systems to remember the language and portal chosen, as well as other features or browsing preferences of the user in his/her first session.

The user can prevent the generation of cookies, by selecting the corresponding option in their browser program.

For further information about our Cookies Policy, please visit:

### **2.13 Privacy policy amendment**

LLEIDA.NET reserves the right to modify this Privacy Policy, in accordance with its own criteria, driven by a legislative, jurisprudential, or doctrinal change of the Spanish Authorities and the corresponding Agency.

You will be informed about such changes by publishing the modified Privacy Policy on the LLEIDA.NET websites themselves.

### **2.14 Applicable law and jurisdiction**

All disputes and / or claims arising from the interpretation and / or execution of this privacy policy will be governed by Spanish law and will be subject to the jurisdiction of the Courts and Tribunals of the city of Johannesburg.