

## **Cheadle Thompson & Haysom Inc - Privacy Notice**

Cheadle Thompson and Haysom Inc. ("CTH") is committed to the protection of personal information in terms of the Protection of Personal Information Act 4 of 2013 ("POPIA") and any applicable and/or related international legislation. As a legal practice and holder of a valid Fidelity Fund Certificate, we are obliged to follow legislative requirements to collect personal information from you in so far as it relates to the rendering of legal services. We are governed by the Rules and Regulations of the Legal Practice Council and the Legal Practice Act.

This privacy notice provides details of the personal information we collect from you, what we do with it, how you might access it and who it might be shared with.

### **Our organisation:**

Cheadle Thompson & Haysom Inc  
4<sup>th</sup> Floor  
30 Jellicoe Avenue  
Rosebank  
Johannesburg, 2017  
South Africa  
Telephone: +27 11 403 2765  
E-mail: [admin@cth.co.za](mailto:admin@cth.co.za)

### **Purpose of processing your personal information:**

We use your personal information only for the purpose for which it is collected. Our offices may collect, hold, use and/or disclose your personal information mainly to execute the legal services we are mandated to provide to you and in relation to matters associated thereto.

We will only process your information for such a purpose which you would reasonably expect, including but not limited to:

- a) Verify your identity;
- b) To provide you with legal advice;
- c) Comply with any obligations associated with the mandate provided by you to our firm and its attorneys;
- d) Comply with any other legal and/or regulatory requirements where applicable; and
- e) Confirm, verify, and update your details.

We may also use your personal information for other similar associated activities, including marketing and communications, but that will only occur in the case where we have your consent or another lawful justification for doing so.

### **What personal information do we collect?**

We only collect the minimum amount of information that is relevant to the purpose. Information that we hold might include but is not limited to your first and last name; e-mail address; physical or postal address; other contact information; date of birth; qualification; family history; gender; assets; investments; insurance; residency; occupation; income; liability; title; past and present employment; banking details; medical information; and expenditure.

Failure to provide compulsory information may lead to our organisation's inability to render services to you. If there is any specific personal information to collect, we will indicate as such, at or near the time of collection.

If you interact with us on the internet, the personal information we collect depends on whether you just visit our website or, use our services. If you visit our website, your browser transmits some data automatically, such as your browsing times, the data transmitted and your IP address.

If you use our services, personal information is required to fulfill the requirements of that service.

### **Source of collection of your personal information**

Our offices may collect personal information from the following data subjects:

- a) You (the client)
  - By way of a signed letter of engagement and/or mandate with CTH and the information provided therein;
  - Relevant FICA documentation;
  - Information provided by you during consultation with a representative from our offices;
  - Through other documentation provided by you;
  - Through information disclosed in legal documents (pleadings/affidavits, etc.); and/or
  - External sources such as social media
- b) Searchworks
- c) nCino
- d) Tracing Agents
- e) Credit Bureaus

## **How do we look after personal information?**

We limit the amount of personal information collected to only what is fit for the purposes as described above. We restrict, secure and control all of our information assets against unauthorized access, damage, loss, or destruction; whether physical or electronic. We retain personal information only for as long as is described above, to respond to your requests, or longer if required by law. If we retain your personal information for historical or statistical purposes, we ensure that the personal information cannot be used further. While in our possession, together with your assistance, we try to maintain the accuracy of your personal information.

## **Third parties and your personal information**

Our offices may have to share some of your information to third parties, to enable us to provide legal advice and/or services to you that you have requested and/or in relation to matters associated thereto. Where we might share your information, we will take precautions to ensure that such third parties will treat your information with the same level of protection as required by our offices.

## **How can you access your personal information?**

You have the right to request access to any of your personal information we may hold. If any of that information is incorrect, you may request that we correct it. If we are improperly using your information, you may request that we stop using it or even delete it completely.

If you would like to make a request to see what personal information of yours that we might hold, you may make a request from our organisation as per the details above.

Where you have previously given your consent to process your personal information, you also have the right to request that we transmit your personal information to a different service provider.

Where it may have been necessary to get your consent to use your personal information, at any moment, you have the right to withdraw that consent. If you withdraw your consent, we will cease using your personal information without affecting the lawfulness of processing based on consent before your withdrawal.

## **Complaints and objections**

As a data subject, you have the right to:

- Request that we confirm whether or not we hold personal information regarding yourself;

- Request that we provide you with a description of the personal information we hold about you and explain why and how it will be processed;
- Request that we consider your objections to the processing of your personal information; and/or
- Lodge a complaint with the Information Regulator.

### **Our Information Officer**

Komeshan Naidoo  
c/o Lizelle Oliver-Wilkin (Deputy Information Officer)  
Telephone: 021 418 2278  
E-mail: [compliance@cth.co.za](mailto:compliance@cth.co.za)

### **The South African Information Regulator**

In such event that your personal information has not been processed in accordance with POPIA and the principles as set out above, you may lodge a complaint with the Information Regulator.

If for any reason you believe that your personal information is not being processed in the correct manner, or that your information is being used for a purpose other than what it was originally intended for; or you wish to request access to the personal information we hold about you; or you believe that our office have outdated information, please inform our offices in writing so that we can update our records accordingly. Please feel free to contact our Information Officer in this regard.

For more information regarding the complaints process, you may visit the website of the Information Regulator alternatively please find contact details below:

The Information Regulator (South Africa)  
PO Box 31533  
Braamfontein  
27 Stiemens Street  
Braamfontein, 2017  
[IR@justice.gov.za](mailto:IR@justice.gov.za)  
[infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)