

ANNEXURE 3

Privacy Notice

State Bank South Africa treats the personal information of its clients with utmost discretion. The Protection of Personal Information Act (POPIA), 4 of 2013, which aims to give effect to the constitutional right to privacy and promote the fair and transparent use of personal information, further strengthens our resolve, and requires us, to protect our clients' information appropriately.

POPIA defines 'personal information' as any information that can be used to identify you as an individual or a legal entity. Examples of personal information are your identity number, account number, telephone number, email address or physical address. As part of our commitment to protecting your personal information, and in complying with the law, our processing activities involving personal information are aligned with POPIA.

We also process all personal information in line with the Code of Conduct for the banking industry. Following an application from the Banking Association South Africa (BASA), which represents banks (including SBISA), the Information Regulator issued this code in terms of chapter 7 of POPIA. The code outlines and expands on the specific obligations that members of BASA (banks as responsible parties, operators, or joint responsible parties) have when processing their clients' personal information, and does not replace the provisions of POPIA.

Our Privacy Notice sets out how we will use your personal information, and it applies to any information that you give us or that we may collect from third parties.

Please familiarise yourself with the privacy notice properly before sharing your information with us. Once you give your personal information you consent to us processing your personal information.

What personal information is:

Your personal information includes the following:

- ✓ Your gender (as required for statistical purposes or by law).

- ✓ Your marital status, nationality, or social origin.
- ✓ Your age, physical and mental health and well-being, medical conditions, and disability.
- ✓ Your religion, conscience, belief, culture, and language.
- ✓ Your education.
- ✓ Your financial information (like your income and expenses, loan repayments, investments, assets, and financial needs).
- ✓ An identifying number or symbol (like account, identity, or passport numbers).
- ✓ Your email address, physical address, or telephone number.
- ✓ Your location and online identifiers [this can be internet protocol (IP) addresses or geolocations].
- ✓ Your employment history.
- ✓ Your biometric information (like your fingerprints and facial and voice recognition).

There may be circumstances in which we will collect your special personal information. It may include the following:

- ✓ Your race or ethnicity.
- ✓ Your criminal behaviour.

We will collect and process your special personal information only:

- ✓ if we have your consent to do so;
- ✓ if it is necessary to establish, exercise or defend a right or obligation in law;
- ✓ to comply with a law or for historical, statistical or research purposes; or
- ✓ if we are otherwise allowed to do so by law.

Why we collect and process your personal information:

To offer financial products and services to you, we need to collect, use, share and store your personal and financial information to do the following:

- ✓ Verify your identity.
- ✓ Assess the risk of fraud and money laundering.
- ✓ Enter a banker–client or a banker–third-party relationship with you.
- ✓ Contractually engage with you in terms of loans and credit.

- ✓ Understand your financial needs to offer you the best services and products.
- ✓ Develop suitable products and services to meet your needs.
- ✓ Market relevant products and services to you.
- ✓ Do market research and conduct client satisfaction surveys.
- ✓ Search for, update or place your records at credit reference bureaus and government agencies.
- ✓ Assess your ability to receive credit or to give collateral of any kind, including guarantees or suretyships.
- ✓ Offer other related banking and insurance services to you.
- ✓ Record and monitor communication between you and us, and use these recordings to verify your instructions in order to analyse, assess and improve our services to you, as well as for training and quality purposes.
- ✓ Communicate with you about products that may be of interest to you via post, phone, SMS, email, and other electronic media, including social-media platforms, our ATMs, mobile applications, and online banking services.
- ✓ Assess how you use our digital channels so we can offer enhanced services and client experience.

You have the right to refuse to give us your personal information, but your refusal may limit our ability to provide the required financial services to you. We will collect from you only information that is necessary and relevant to the services or products that we offer. And we will collect and use your personal information only if we are lawfully allowed to do so. We may send you direct marketing, but you can unsubscribe at any time by opting out on the relevant internet-based platform or by informing us directly. If we use third-party data providers, we will ensure that they are lawfully allowed to share your information with us.

If we process your information, it will be because:

- ✓ we have your consent to do so;
- ✓ we have an obligation to take actions in terms of a contract with you;
- ✓ we are required by law to do so;
- ✓ doing so will protect your legitimate interest; and/or
- ✓ we or a third party has a legitimate interest to pursue.

Processing children's information We will collect and process the personal information of children only with the consent of a competent person (whether a parent, legal guardian, or other person) or if we are lawfully allowed to do so. In line with the Banks Act, 94 of 1990,

How we collect your personal information We collect your personal information in the following ways:

- ✓ Directly from you when you complete a product application form on paper.
- ✓ Indirectly from you when you interact with us electronically. When you are browsing our website or using our mobile applications, we may collect information from you, like your IP address and server logs.
- ✓ From other sources, for example public databases, data aggregators and third parties (or indirectly through your interactions with third parties), as well as other financial institutions, credit bureaus and fraud prevention agencies.
- ✓ Through agents or third parties who collect information on our behalf.

Whom we share your information with Protecting our interests may sometimes require sharing specific client information with third parties, for example if a payment failed because there was not enough money in an account. Also, if it is required to protect the public interest, we may share information about a client's debt with credit bureaus or debt collection agencies. Entities and third parties we may share your information with the following:

- ✓ Banks and other financial institutions.
- ✓ Regulatory authorities, including the Information Regulator.
- ✓ Industry bodies and ombudsmen.
- ✓ Law firms and auditors.
- ✓ Insurers.
- ✓ The South African Police Service.
- ✓ The South African Fraud Prevention Services.
- ✓ The Payments Association of South Africa.
- ✓ Other third parties (contractually, by law, or for protecting a legitimate interest).

When sharing your information with recipients in other jurisdictions, we will ensure compliance with applicable laws. We will not sell your information to third parties and will market to you only in line with applicable laws and your marketing preferences,

using your preferred communication method if it is practicable. How we protect your information We are committed to ensuring that your information is secure. To prevent your information from being accessed or shared without authorisation, we have reasonable physical, electronic, and managerial procedures in place to protect the information we collect. All online transacting sessions are encrypted, and your personal information is stored in line with internationally accepted banking information security practices. How long we keep your information We will keep your information only for as long as we need it for a lawful business purpose or as required by law and any other statutory obligations. We may keep your personal information for longer than required if you have agreed or if we are lawfully allowed to do so. If we need to keep your personal information for longer than required, and more specifically for historical, statistical or research purposes, we will do so with the appropriate safeguards in place to prevent the records from being used for any other purpose. Depending on regulatory requirements, we may keep your information for varying periods once our relationship with you has ended. When it is not necessary for us to have your information, we will take all reasonable steps to destroy or de-identify it. You have the right to ask us to confirm whether we have any information about you. If we do, you may also request a record of that personal information, as well as information about all third parties with whom we have shared your personal information. Once we have given the information to you, you may ask us to:

- ✓ correct or delete your personal information that we have or control if it is inaccurate, irrelevant, excessive, outdated, incomplete or misleading or has been obtained unlawfully;
- ✓ destroy or delete our record of your personal information that we are no longer authorised to keep in terms of regulatory requirements; or
- ✓ stop or start sending you marketing messages by informing us in writing or through our branch network, call centres or website.

This Privacy Notice explains how SBISA may use cookies and similar technologies on our online banking channels in compliance with the Protection of Personal Information Act (POPIA) in South Africa. By accessing and using our online banking channels, you agree to the practices described in this notice.

What are Cookies and How We may use Them?

Cookies are small text files that are placed on your device (computer, tablet, smartphone, or any other device) when you visit a website. These cookies enable us

to recognize your device, collect information about your browsing activities, and enhance your experience on our website. Cookies can also remember your preferences and may help us deliver personalized content and offers.

Authentication and Security Cookies: These cookies are essential for verifying your identity and ensuring the security of your online banking sessions. They help us prevent fraudulent activities and unauthorized access to your accounts.

Types of Cookies We May Use

Preference and Settings Cookies: Preference cookies enable us to remember your preferences, such as language selection and font size, to provide a more personalized and user-friendly experience.

Session Management Cookies: Session cookies are temporary and are used to maintain your session during your online banking activities. They expire once you log out or close your browser.

Analytics and Performance Cookies: We use these cookies to gather information about how you use our online banking channels, which helps us improve their performance and usability.

Your Consent and Managing Cookie Preferences

By using our online banking channels, you consent to the use of cookies as described in this notice. You have the right to manage your cookie preferences. Most web browsers allow you to control cookies through their settings. You can choose to block or delete cookies, but please note that doing so may impact your online banking experience and some functionalities may not work correctly.

Data Sharing and Third Parties

We do not share cookie data from our online banking channels with third parties for marketing purposes without your explicit consent. However, we may use trusted third-party service providers to analyze and improve our online banking services. These providers are bound by confidentiality and data protection agreements.

Security and Retention of Data

We take the security of your personal information seriously. The data collected through cookies on our online banking channels is protected by industry-standard security measures. We retain the cookie data for a duration necessary to fulfill the purposes outlined in this Privacy Notice or as required by law.

Your Rights

As an online banking customer, you have the right to:

- Withdraw your consent to the use of cookies at any time.
- Access the personal data collected through cookies.
- Request correction or deletion of your personal data.

Changes to this Notice

We may update this Privacy Notice from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. The updated version will be made available on our online banking platforms, and the date of the latest revision will be indicated at the top of the notice.

If you want to verify the information, we have about you or want us to update, change, or delete it, you can:

- ✓ refer to our Promotion of Access to Information Manual, which is available at za.statebank
- ✓ call the SBISA; or
- ✓ Go to a SBISA branch.

Complaints You can submit complaints about the processing of your personal information by phoning the SBISA ON 100 778 4500 or sending an email to mgrbanking.rsa@statebank.com Or, if you are not satisfied with the way we have dealt with your complaint, you can contact the Information Regulator by completing the prescribed POPIA form 5 and emailing it to POPIAComplaints@info regulator.org.za. For more information visit the Information Regulator website at <https://info regulator.org.za>.

Our contact details the contact details of our Information Officer and Deputy Information Officer are below.

Information Officer Ashutosh Kumar Deputy Information Officer Kirti Kumar
Physical address:

The Mall offices

11 Cradock Avenue 3rd Floor.