

THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013 (“POPI”)

1. Capitalised phrases shall have the same meaning ascribed to them in terms of POPI.
2. **Should the Data Subject not agree with any of the terms of this document, or the Thera Privacy Policy, then the Data Subject must, immediately, inform the Information Officer.**
3. In terms of POPI, Thera has a legal duty to process Personal Information of a Data Subject (i.e. the client / customer / vendor) in a lawful, legitimate and responsible manner.
4. The Data Subject acknowledges that the purpose of the collection and the reason why Thera require the Personal Information are to enable Thera:
 - 4.1. to comply with its lawful obligations in terms of relevant legislation;
 - 4.2. to give effect to the contractual relationship between it (Thera) and the Data Subject and to ensure the correct administration of the said relationship; and
 - 4.3. to protect the legitimate interests of Thera, Data Subject or a third party.
5. The Personal Information provided to Thera by the Data Subject is collected for the above reasons only.
6. The Data Subject acknowledges that should the Data Subject refuse to provide Thera with the required consent and / or Personal Information or withdraws the consent, then Thera will be unable to assist the Data Subject any further.
7. All Personal Information will be held and / or stored securely. The Personal Information will be stored electronically on a centralised data base which will be accessible to nominated personnel. Where required, some information may be retained in hard copy. In either event, storage will be secure and audited regularly to ensure safety and security of the information.
8. Where Personal Information and related data is transferred to a country which is situated outside the borders of the Republic of South Africa, said storage shall only be done in countries which have similar privacy laws to of South Africa or where such facilities are bound contractually to no lesser regulations than those imposed by POPI.
9. Once Personal Information is no longer required due to the fact that the purpose for which the information was held has expired, such Personal Information will be safely and securely archived for as long as necessary to achieve the purpose for which the Personal Information was collected and subsequently Processes or longer should it be required by any law applicable in the Republic of South Africa. Thereafter, all Personal Information will be permanently destroyed.
10. The Data Subject has the right to object in the prescribed manner, to Thera processing the Personal Information. On receipt of the objection Thera will place a hold on any further processing until the cause of the objection has been resolved.
11. POPI requires that all Personal Information and related details, as supplied are complete, accurate and up-to-date. It is the Data Subject's responsibility to advise Thera of any changes to the Data Subject's Personal Information, as and when these may occur. In this regard, the Data Subject undertakes to advise Thera immediately upon any changes to the Data Subject's Personal Information.
12. The Data Subject will have the right, at any time, to request Thera to provide the Data Subject with details of any Personal Information held by Thera of the Data Subject and what Thera has done with the Personal Information.
13. Any complaints must be addressed to Thera's Information Officer or to the Information Regulator.
14. For further information, please review Thera's Privacy notice, which is available on Thera's website at www.therasoftware.co.za.