



1<sup>st</sup> Floor, 292 Surrey Avenue, Cnr Harley Street, Ferndale, Randburg  
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**EXTERNAL PRIVACY NOTICE OF FARMWISE GRAINS PROPRIETARY LIMITED  
(COMPANY REGISTRATION NUMBER: 1997/005345/07) AND THE FOLLOWING  
SUBSIDIARIES:**

**GYRO INFORMATION TECHNOLOGIES PROPRIETARY LIMITED (COMPANY  
REGISTRATION NUMBER 2002/016102/07) AND THERA SOFTWARE  
PROPRIETARY LIMITED (COMPANY REGISTRATION NUMBER 2014/074025/07)  
(COLLECTIVELY REFERRED TO AS “*FARMWISE GROUP*”)**

**IMPORTANT:**

**PLEASE TAKE NOTE THAT THIS PRIVACY NOTICE APPLIES TO ALL  
EXTERNAL PARTIES WITH WHOM FARMWISE GROUP ENGAGES AS PART OF  
ITS BUSINESS OPERATIONS AND WHERE, DUE TO SUCH ENGAGEMENT,  
FARMWISE GROUP COLLECTS, USES, AND SHARES PERSONAL  
INFORMATION OF THOSE EXTERNAL PARTIES**

**CAPITALISED PHRASES IN THIS EXTERNAL PRIVACY POLICY SHALL HAVE  
THE SAME MEANING ASCRIBED TO THEM IN TERMS OF THE PROTECTION OF  
PERSONAL INFORMATION ACT, 4 OF 2013, A COPY OF WHICH CAN BE FOUND  
ON THE INFORMATION REGULATOR’S WEBSITE AT  
<https://www.justice.gov.za/inforeg/legal.html>.**

**1. PURPOSE**

- 1.1. This Privacy Notice, amongst other things, sets out how and when Farmwise Group, with principal place of business at 1<sup>st</sup> Floor, 292 Surrey Avenue, Corner Harley Street, Ferndale, Randburg, Johannesburg, 2160, collects, uses, and shares Personal Information of external parties or Data Subjects.
- 1.2. Personal Information includes Special Personal Information and Personal Information of both natural and juristic persons.
- 1.3. If a Data Subject has any questions about this Privacy Notice, please address it to the Deputy Information Officer of Farmwise Group, Mr C

**DIRECTORS**

J P van Heerden (Managing Director) | J J van Heerden | M J Jacobsz | L M Jacobsz | B P van Niekerk



Dakyns, at [callum@fwise.co.za](mailto:callum@fwise.co.za).

## 2. PERSONAL INFORMATION

In the conduct of its business operations, Farmwise Group, to a large extent, mostly engages and contracts with juristic entities (for example, companies). In dealing with those entities, Farmwise Group also engage with individuals within the entities and collects and uses the Personal Information of those persons. Farmwise Group will Process the Personal Information of such persons as stated in this Privacy Notice.

- 2.1. Personal Information Farmwise Group collects, include:
  - 2.1.1. Contact Information of Persons, such as name, contact persons, e-mail addresses, physical addresses, phone and mobile numbers;
  - 2.1.2. Account and payment information, such as authorised account users, VAT and Income Tax Reference Numbers, bank details, invoices and records;
  - 2.1.3. Verification Information, such as username, password, password reminder questions and password answers;
  - 2.1.4. Identifiers, such as identity number, registration numbers, identity numbers, supplier/vendor number, B-BBEE status, vehicle registration numbers, driver's licenses, physical addresses;
  - 2.1.5. Contract information, including product or services information, commercial terms of the contract, contract performance and non-performance;
  - 2.1.6. Quote requests information, including client references, proof of insurance and tax clearance certificates of good standing and account details;
  - 2.1.7. Financial information, such as financial statements, credit and trade references;
  - 2.1.8. Background and Credit information, including credit status and depending on the nature of the services/contract, criminal record and fraud checks;
  - 2.1.9. Principals' Information, for example, the names, identity numbers, and residential addresses of a Data Subject's

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partners, shareholders and directors and details of property/ies owned by principals (sole owner / partners / members / directors); and/or

- 2.1.10. Recruitment information, such as CV/resume, identity number, passport number; training records, education and work history, address, contact details, certifications/qualifications;

### **3. REFUSAL OR WITHDRAWAL OF CONSENT**

Should a Data Subject decide not to provide Farmwise Group with the Personal Information or the Data Subject decides to withdraw prior Consent:

- 3.1. Farmwise Group may not be able to register the Data Subject as a vendor/customer;
- 3.2. Farmwise Group may not be able to conduct any business with the Data Subject; and/or
- 3.3. Farmwise Group may not be able to respond to enquiries or investigate a complaint received from the Data Subject.

### **4. COLLECTION OF PERSONAL INFORMATION**

- 4.1. Farmwise Group collects information directly from the Data Subject when:
  - 4.1.1. Farmwise Group engages directly with the Data Subject as part of any registration process;
  - 4.1.2. Farmwise Group negotiates and concludes a contract with the Data Subject;
  - 4.1.3. The Data Subject communicates with Farmwise Group, for example by emails or telephone calls;
  - 4.1.4. The Data Subject interacts with any of Farmwise Group's employees;
  - 4.1.5. The Data Subject renders services to Farmwise Group as a third party service provider, or sells or purchases products from Farmwise Group;
  - 4.1.6. When a Data Subject replies to a request for a quotation;

- 4.2. Farmwise Group may collect Personal Information indirectly about a

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Data Subject from:

- 4.2.1. Websites, by phone or by email;
- 4.2.2. public sources and registers (such as company registers, online search engines, title deeds registries and public posts on social media);
- 4.2.3. third parties that Farmwise Group appoints in the normal conduct of its business, such as, credit bureaus, regulatory bodies, government departments and third-party service providers;
- 4.2.4. employment agencies, background check providers, former employers, credit reference agencies or other background check agencies.

## 5. PURPOSE


Farmwise Group Processes Personal information:

- 5.1. to operate and conduct its business;
- 5.2. to implement and manage relationships with a Data Subject, including (but not limited to) registration as a vendor or customer, processing and fulfilling orders, sending and receiving invoices, processing payments and for accounting, auditing - and billing purposes;
- 5.3. to provide customer services;
- 5.4. to comply with any legislation or regulation which requires Farmwise Group to collect and Process the Personal information;
- 5.5. to comply with demands or requests made by regulatory bodies, governmental authorities and law enforcement authorities;
- 5.6. to improve service levels;
- 5.7. to ensure Farmwise Group has up-to-date contact information of a Data Subject;
- 5.8. to conduct internal audits and investigations;
- 5.9. to verify information provided by a Data Subject.

## 6. SPECIAL PERSONAL INFORMATION

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It is unlikely that Farmwise Group will need to Process a Data Subject's Special Personal Information. However, in such event, Farmwise Group will only do so in the ordinary course of its business, for a legitimate purpose, and, strictly, in accordance with applicable laws.

## **7. SHARING OF PERSONAL INFORMATION**

7.1. Farmwise Group may share a Data Subject's Personal Information with:

7.1.1. third-party service providers which provide services to Farmwise Group, including but not limiting to, supporting, operating, securing and hosting Farmwise Group's information technology systems, payment processing, order fulfilment, product management, logistics, debt collection, document and information storage;

7.1.2. Professional or other business advisors;

7.1.3. law enforcement, government officials, or other third parties as may be necessary or appropriate in connection with an investigation of fraud, intellectual property infringements, or other activity which may be illegal or may expose Farmwise Group to legal liability;

7.1.4. third parties (such as a potential purchaser and its professional advisors) in the event of any reorganisation, merger, divestiture, acquisition, consolidation, restructure, sale or joint venture.

## **8. PERSONAL INFORMATION OF CHILDREN**

Farmwise Group does not, intentionally, collect Personal Information from children under the age of 18 years.

## **9. DURATION**


9.1. Farmwise Group will retain Personal Information for as long as necessary to achieve the purpose for which the Personal Information was collected or subsequently processed.

9.2. Personal Information may be held for longer periods where:

9.2.1. retention of the record is required or authorised by law;

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- 9.2.2. Farmwise Group, reasonably, requires the record for lawful purposes related to its business activities;
  - 9.2.3. retention of the record is required by a contract between Farmwise Group and the Data Subject; or
  - 9.2.4. a Data Subject consents to the retention of the record.

## 10. SAFEGUARDING

- 10.1. Farmwise Group secures the integrity and confidentiality of Personal Information in its possession or under its control by taking appropriate and reasonable technical and organisational measures to prevent loss of, damage to, or unauthorised destruction of Personal Information; and unlawful access to, or processing of, Personal Information.
- 10.2. In order to ensure such security, Farmwise Group has in place policies, controls and related processes, which are reviewed and updated on a regular basis.
- 10.3. The said policies covers, for example
  - 10.3.1. physical, technical and network security;
  - 10.3.2. access controls and monitoring access;
  - 10.3.3. secure storage, destruction and encryption of records of Personal Information;
  - 10.3.4. Personal Information security incident reporting and remediation;
  - 10.3.5. by way of written agreements, imposition of security and confidentiality obligations on Operators and reserving the right to audit their systems to ensure compliance with such obligations.

## 11. DATA SUBJECT'S RIGHTS

- 11.1. A Data Subject has the right to:
  - 11.1.1. request a record of the Data Subject's Personal Information. Farmwise Group may charge a fee to provide such a record, but Farmwise Group will tell the Data Subject how much this is beforehand. In certain circumstances, Farmwise Group may not be in a position

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to give a record of the Personal Information Farmwise Group has about the Data Subject. For example to protect the privacy of others; confidential information of third parties, and/or the safety of others;

- 11.1.2. request correction of the Data Subject's Personal Information if it is inaccurate, irrelevant, excessive, misleading or obtained unlawfully;
  - 11.1.3. request deletion of the Data Subject's Personal Information where there is no lawful basis to retain it;
  - 11.1.4. withdraw consent previously given in respect of the processing of the Data Subject's Personal Information. Withdrawal of consent may limit Farmwise Group's or a third party's ability to carry out certain functions in respect of the commercial relationship between Farmwise Group and the Data Subject.
- 11.2. Farmwise Group will comply with the Data Subject's request, unless Farmwise Group has a reasonable explanation why it cannot comply with the request.
- 11.3. If Farmwise Group cannot agree whether to correct or delete the Personal Information and if the Data Subject requests Farmwise Group to, Farmwise Group will indicate on the Personal Information register that a correction was requested but was not made.
- 11.4. If changes to the Personal Information impact any earlier decisions that impact the Data Subject, if reasonably practicable, Farmwise Group will inform all persons to whom the Personal Information has been disclosed of those steps.
- 11.5. Farmwise Group will notify the Data Subject of the action taken by it pursuant to the Data Subject's request.
- 11.6. All requests can be made via email at [callum@fwise.co.za](mailto:callum@fwise.co.za) It is to be noted that Farmwise Group will always require that a Data Subject verifies that the requester is in fact the owner of such Personal Information.

## 12. RIGHT TO WITHDRAW CONSENT

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- 12.1. Where Processing of a Data Subject's Personal Information is based on Consent, a Data Subject has the right to withdraw such Consent at any time. To withdraw such Consent, an email must be addressed to [callum@fwise.co.za](mailto:callum@fwise.co.za).
  - 12.2. Once Farmwise Group is notified that a Data Subject's Consent has been withdrawn, Farmwise Group will no longer Process that Data Subject's Personal Information for the purpose originally agreed to, unless Farmwise Group have another lawful basis for doing so. See 3 above for possible implications.

### 13. COMPLAINTS

A Data Subject may lodge a complaint in respect of this Privacy Notice or any of Farmwise Group's Personal Information Processing activities with the Information Regulator, whose contact details are available on its website at <https://www.justice.gov.za/inforeg/> or [www.justice.gov.za](http://www.justice.gov.za)

### 14. REVISION

Farmwise Group may update this Privacy Notice from time to time. Changes to this Privacy Notice will not necessarily be preceded by a notice posted on the website, and Farmwise Group encourages Data Subjects to check the Privacy Notice periodically for changes.

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