



PRIVACY NOTICE

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as at 30 June 2021

Any changes or updates made to this notice in future
will be posted on the Multiknit Pty Ltd website
www.multiknit.co.za

The Privacy Notice

The purpose of this privacy notice is to set out how Multiknit Pty Ltd makes use of the personal information that you provide to us when you request information, use our website, or use any other services provided by Multiknit Pty Ltd. This will be explained under the following sections:

1. How Multiknit Pty Ltd Collects your Personal Information
2. How Multiknit Pty Ltd Uses your Personal Information
3. How your Personal Information is Stored
4. How your Personal Information is Protected
5. How you may Access and Control your Personal Information
6. How you can Contact Multiknit Pty Ltd in connection with your Personal

Information

Multiknit Pty Ltd undertakes to comply with regulatory requirements and if any part of this notice is found to be non-compliant in terms of applicable law, that part will be deleted from the notice without affecting the continued validity of the other parts of the notice.

1. How Multiknit Pty Ltd Collects Your Personal Information

In terms of the POPI Act, 'Personal Information' means information relating to an identifiable natural or juristic person. Information which does not specifically identify you is therefore not regarded as personal information.

When you make contact with Multiknit Pty Ltd in person, by phone, by e-mail, by Whatsapp, through our website, or through a third party, for the purpose of requesting information, submitting an application for a vacancy, or general enquiries, we may request you to submit certain personal information to enable us to provide the service you require.

2. How Multiknit Pty Ltd Uses Your Personal Information

If you are under 18 years of age, Multiknit Pty Ltd will seek the consent of a parent, legal guardian or sponsor with regard to any processing of your personal information, unless we may lawfully process this information without such consent.

Multiknit Pty Ltd undertakes to use personal information only for the purposes for which it was collected or if required by law to do so.

Multiknit Pty Ltd may collect, process, store and retain personal information for the following purposes:

- Administration of product requirements/orders
 - Compliance with regulatory requirements
 - Confirmation of identity
 - Development, maintenance and security of our website
 - Enhancement of website usage through `cookies`
 - Maintenance of database
 - Maintenance of records of communication between the Multiknit and its clients
 - Protection of our rights
 - Provision of information via our website
 - Provision of marketing information
 - Provision of service
 - Provision of technical support and customer service
- and any other lawful purposes.

3. How Your Personal Information Is Stored

Multiknit Pty Ltd may store personal information for a period of time for the following reasons:

- Evidence of Purchases/Product order history
- Administration records
- In compliance with legal or regulatory requirements
- For the continued efficient operation of Multiknit and the provision of service

4. How Your Personal Information Is Protected

Multiknit Pty Ltd undertakes to ensure that its use of personal information is lawful and necessary to the operation of the company and to the provision of service.

Measures are in place to safeguard your personal information against unauthorised access, destruction and loss, however, should any of the above occur, you will be notified immediately.

To ensure that the personal information we hold is accurate at all times, it is your responsibility to provide us with personal details which are accurate, up-to-date and complete.

Multiknit Pty Ltd will not disclose your personal information to other parties, except in the following circumstances:

- Where such disclosure is required by our agents, service providers and suppliers in order for them to deliver appointed services to Multiknit Pty Ltd and its clients. In these circumstances, the privacy notices of the agents, service providers and suppliers provide the same levels of protection of personal information as this notice.

- Where disclosure of personal information is required in order to meet the terms of a contract between Multiknit Pty Ltd and you.
- Where disclosure of personal information is required to protect the rights of Multiknit Pty Ltd or any other third party.
- Where the disclosure of personal information is lawfully required by any regulatory body.

When Multiknit Pty Ltd is required to transfer personal information to a destination beyond the borders of South Africa which may not have comparable privacy regulation in place, we will ensure that an agreement between Multiknit Pty Ltd and the foreign party is in force which makes provision for the protection of personal information to the same standards as South African regulations.

5. How You May Access And Control Your Personal Information

The PAIA entitles you to access your personal information. Should you wish to access the information held about you by Multiknit Pty Ltd please consult Multiknit's Section 51 PAIA Manual for guidelines on how to request information.

The manual is available on the Multiknit Pty Ltd website:
www.multiknit.co.za.

You may choose not to receive direct marketing communication from Multiknit and you are free to opt out at any time.

Your request to opt out must be emailed to the address provided under point 6 below.

6. How You Can Contact Multiknit Pty Ltd In Connection With Your Personal Information

Should you have any questions or queries regarding privacy, the protection of information or the access to information, you may contact Multiknit Pty Ltd by email: marketing@multiknit.co.za