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Maksure Financial Holdings Proprietary Limited t/a Maksure Risk Solutions

Privacy Notice for Employees


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Signed and Approved by Simbarashe Makwembere on behalf on the board	

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1. Introduction

From the moment you apply for a job at Maksure Risk Solutions (“MRS”) to the moment we part ways, we collect and use your personal information to create your employee profile, manage your performance, pay your salary, and so much more.

This notice is about what kind of personal information we collect, how we use and store it, and what rights you have in terms of your personal information.

If you have any questions, please contact privacy@maksure.co.za

2. What This Privacy Notice Is About

<p>Who does this privacy notice apply to?</p>	<p>This notice applies to all MRS’s employees.</p> <p>In terms of the Protection of Personal Information Act (‘POPIA’), you are the data subject.</p>
<p>Who are you sharing your information with?</p>	<p>You are sharing your information with MRS.</p> <p>Our registered address is: Maksure Place Block 3 Waterfall Point Corner Waterfall Drive & Woodmead Drive Waterfall City South Africa 2090</p> <p>In terms of POPIA, we process your information in our capacity as the responsible party.</p>
<p>This privacy notice is part of our agreement with you.</p>	<p>This privacy notice forms part of our employment agreement with you. You should read it along with your MRS employment contract.</p>
<p>What kind of information we collect and how we use it.</p>	<p>As your employer, MRS collects, uses and retains your personal information.</p> <p>In certain instances, we also collect the information of your dependents, family, and friends (for instance, if they are your emergency contacts, or listed as dependants/ beneficiaries in terms of your employee benefits.</p> <p>In most circumstances, the personal information we collect from you is mandatory. This means that we must collect it to comply with the law or because we need it to employ you.</p> <p>When we collect personal information from you that is not mandatory, we always have a specific purpose for collecting that information.</p>

	If you choose not to provide us with the personal information we need, it will limit our ability to employ you and/or provide services to you. For example, if you do not provide us with the name of your emergency contact, we will not be able to contact them on your behalf in an emergency.
What personal information is.	<p>Personal information is all information relating to a specific individual.</p> <p>This includes contact information, information relating to your race, gender, sex, pregnancy status, marital status, ethnic or national origin, sexual orientation, physical or mental health, disability, religion, belief, culture, language, education background, financial information, criminal behaviour, employment history, personal opinions, views or preferences, and private or confidential correspondence.</p> <p>It does not matter whether the information is held on paper or in an electronic or other format, it is still personal information and must be protected.</p>
From time to time, we will change how we work with personal information, and we will use this notice to tell you about it.	From time to time, we may have to change this privacy notice to accommodate changes in our business or changes to the law.

3. What Information We Collect

Your position will determine the type of information we collect about you.	The type of human resources data we collect and share depends on the nature of your job position, your role within MRS, and any legal requirements.
We will collect information directly from you, from your previous employer, or by performing background checks.	Most of the time we will collect your information directly from you. However, sometimes we will also collect information from other sources such as your previous employer(s) or by running background checks on you (e.g., verification of qualification(s) and criminal history).
Here is a list of the personal information that we collect about you.	<p>We collect:</p> <ul style="list-style-type: none"> • your contact information (e.g., names, home address, telephone numbers, fax numbers, email addresses, emergency contact information); • marital status, family members and dependents' names, dates of birth, and contact details; • friends' information where they are nominated as a beneficiary or emergency contact; • your nationality; • your ethnic group; • your gender;

	<ul style="list-style-type: none"> • your background information (e.g., education, employment, criminal, and credit history); • trade union membership; • your ID, passport, and driver’s licence; • information relating to any disability you may have; • medical information; • photographs and other visual images of you (e.g., CCTV footage); • employee records and payroll; • banking details; • biometric information; • visas and travel documentation; • monthly contribution information (e.g., pension/provident fund contributions, insurance policies, medical aid); • training records; • employment contracts; • records of employee benefits; • references; • employment passes/visas/work permits; • drug testing and interview notes; • records relating to management of pension scheme; and • succession files.
<p>We also generate information about you in the form of records.</p>	<p>We generate records of:</p> <ul style="list-style-type: none"> • performance reviews; • disciplinary, grievance and dismissal proceedings; and • training.

4. Why We Collect and Process Your Personal Information

4.1 We process your personal information to conclude a contract with you and to meet our contractual obligations.

<p>We need your personal information to manage our relationship with you and to run our business.</p>	<p>Personal information is essential throughout the employment life cycle. Your personal information is used:</p> <ul style="list-style-type: none"> • during the recruitment and hiring process; • when we do background checks (e.g., checking references, qualification and criminal history); • to ensure that you are appointed in the appropriate role; • when you are formally onboarded as a MRS employee; • during your time as a MRS employee; and • when you retire or leave our employment.
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	(The processing of information of job applicants is governed by a separate privacy notice.)
<p>We use your personal information when we conduct training and development.</p>	<p>It is essential to us that our staff keep developing and continually undergo training. We use personal information when we:</p> <ul style="list-style-type: none"> • ensure compliance with fit and proper requirements in terms of law; • conduct staff development and career planning; • educate and train; and • award bursaries and learnerships.
<p>We need your personal information to manage remuneration and benefits.</p>	<p>We specifically use your personal information when we:</p> <ul style="list-style-type: none"> • pay your remuneration; • pay your employee benefits, e.g., medical aid, pension/provident fund. In this instance, we may process information about your marital status and dependents; • make statutory payments on your behalf, e.g., PAYE and UIF; • manage all types of leave requests, which may include medical information and medical certificates; • assist with applications to and claims against the pension fund, medical aid and insurers. In this instance, we may process information about your marital status and dependents; • manage employee enrolment and participation in activities and programmes offered to eligible employees; • manage corporate travel and other reimbursable benefits; • manage corporate and pool vehicles and associated insurance claims; • manage garnishee orders; and • keep records relating to remuneration and benefits.
<p>We use your personal information for performance management, monitoring and disciplinary processes.</p>	<p>We use your personal information when we:</p> <ul style="list-style-type: none"> • evaluate your work performance; • keep records of leave and absenteeism (including medical certificates); • monitor compliance with company policies, rules and standards (e.g., compliance with fit and proper requirements in terms of law); • investigate and respond to customer claims and complaints; • manage internal investigations, reviews and grievances; • manage disciplinary proceedings; • manage termination of employment; and • provide references.

<p>We use your personal information in the day-to-day management of MRS</p>	<p>The personal information that we use in day-to-day management includes:</p> <ul style="list-style-type: none"> • authorising, granting, administering, monitoring and terminating access to or use of MRS systems, facilities, records, property and infrastructure for business and security purposes; • doing organisational planning and workforce management; • developing appropriate training academies; • doing succession planning; • planning and administration of the budget; • communicating with employees; • screening for Covid-19 symptoms; and • maintaining emergency contact details.
<p>We use your personal information to offer you access to a wellness programme.</p>	<p>When you use our wellness programme and/or support services we collect and use your information, e.g., gym membership.</p>
<p>We collect some personal information when we use CCTV monitoring.</p>	<p>There are CCTV cameras in operation within and around MRS offices. We use these cameras to:</p> <ul style="list-style-type: none"> • prevent and detect theft and other criminal activity; • protect the health and safety of our subsidiaries, employees and customers; • manage and protect MRS property and the property of our subsidiaries, employees, and customers; and • assist with quality control.
<p>We collect some personal information when we control access.</p>	<p>We monitor access to facilities and IT systems. For example, we track when you enter or leave our premises or facilities when you swipe you access card.</p>
<p>We collect your personal information when we monitor internet use and email.</p>	<p>We may monitor your internet use and email communications from time to time to ensure that you comply with the MRS Information Security Management Policy and/or Internet Usage and Email Policies, or to conduct internal investigations.</p> <p>When you use our technology and communication services, we may intercept and monitor any real-time, stored or archived communication, including private communications, that are or were generated using our telecommunications system or equipment, or that occurred at our premises, during working hours.</p>

4.2 We process your personal information because it is in your legitimate interest to do so, because we are legally required to do so, or because you have given us permission.

<p>We process some personal information because it is in your legitimate interest to do so.</p>	<p>We may process your personal information to protect your health and safety. For example, we may share your information with the police, security services, or emergency services if you require emergency assistance at MRS offices.</p>
<p>We are legally required to process some personal information.</p>	<p>We will collect, use and retain your personal information to ensure that we comply with labour and other legislation. We will use your personal information during:</p> <ul style="list-style-type: none"> • disciplinary and legal proceedings; • government investigations; and • work-related incident, injury and illness reporting (i.e., occupational health and safety requirements). <p>Here are some of the pieces of legislation which have an effect on why your personal information is collected, used and retained:</p> <ul style="list-style-type: none"> • Employment Equity Act 55 of 1998 • Labour Relations Act 66 of 1995 • Basic Conditions of Employment Act 75 of 1997 • Broad-based Black Economic Empowerment Act 53 of 2003 • Financial Advisory and Intermediary Services Act 37 of 2002 • Financial Intelligence Centre Act 38 of 2001 • Immigration Act 13 of 2002 • Income Tax Act 58 of 1962 • Unemployment Insurance Act 63 of 2001 • Occupational Health and Safety Act 85 of 1993 • Compensation for Occupational Injuries and Diseases Act 130 of 1993 • Disaster Management Act 57 of 2002 • Skills Development Act 97 of 1998 • Skills Development Levies Act 9 of 1999 • Short-term Insurance Act 53 of 1998 • Long-term Insurance Act 52 of 1998 • Medical Schemes Act 131 of 1998 • Pension Funds Act 24 of 1956
<p>We process some personal information with your consent.</p>	<p>We may make payments on your behalf if you ask us to, for instance, for trade union membership fees, additional retirement contributions, insurance contributions or mortgage instalments.</p>

5. How We Share Your Information

<p>We only share your information if it is required to manage our relationship with you or for legitimate business reasons.</p>	<p>Here are some of the instances when we are required to share your information:</p> <ul style="list-style-type: none"> • in some instances, during your employment, we collect information on behalf of other companies such as the pension fund, medical aid, and insurers; • sometimes we are required by legislation to share information with the government or a court (e.g., the Department of Labour, SARS, the Labour Court, the JSE or the Services SETA); • from time-to-time parts of the business may be acquired by or merge with another company, and this may require the transfer of employee information; • we might share your information with companies who provide services on our behalf and with our instructions (e.g., payroll, tax, auditors, IT, accountants, labour consultants and other professional consultants); • we may have to share your information if a judgment is awarded against you for a garnishee order; and • we may share information about you if you have given the third-party consent to obtain information from us. An example is when we share information with a future employer if you have selected us as your reference.
<p>We only share the minimum amount of your information.</p>	<p>We only share the minimum amount of information that the service provider requires.</p>
<p>We only share your information with service providers we trust.</p>	<p>We require that service providers agree to keep your information secure and confidential and only use it for the purposes for which we shared it with them.</p>
<p>Some of the service providers that we use may be in other countries.</p>	<p>When we share information with countries that may not have the same levels of protection of personal information as South Africa, they must undertake to protect personal information to the same level that we do.</p>
<p><u>We provide appropriate safeguards before we share.</u></p>	<p>We have appropriate safeguards in place in contracts between our local and foreign service providers and us.</p>

6. How We Store Your Information

<p>We retain your personal information for as long as it is reasonably necessary.</p>	<p>We retain your personal information for as long as we have a legitimate reason to keep it, in accordance with applicable laws. These periods vary depending on the type of personal information, the reason why we originally collected it, and any applicable retention period required by law.</p>
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7. How We Keep Your Information Secure

<p>We have reasonable security measures in place to protect your personal information and to minimise the impact of a breach.</p>	<p>We base our security measures on the sensitivity of the personal information that we hold. Our security measures are in place to protect your personal information from:</p> <ul style="list-style-type: none"> • loss • misuse • unauthorised access • being altered • being destroyed
<p>We regularly monitor our systems for possible vulnerabilities and attacks.</p>	<p>No system is perfect, and we cannot guarantee that we will never experience a breach of any of our physical, technical, or managerial safeguards, but we regularly monitor our systems for vulnerabilities.</p>
<p>We will let you know of any breaches that may affect your personal information.</p>	<p>If something should happen, we have taken steps to minimise the threat to your privacy, and we will let you know if your personal information has been compromised. We will also let you know how you can help minimise the impact of the breach.</p>

8. Your Personal Information Rights

<p>We want you to handle the personal information of others with care and respect.</p>	<p>This notice applies to your personal information, but it must also inform the way in which you treat the personal information of other employees, customers, service providers, and job applicants.</p> <p>We also have customer, service provider, and job applicant privacy notices which will give you a good idea of how their information must be treated, however the principles are the same.</p> <p>These notices are supported by specific rules, procedures and policies that apply to employees who handle the personal information of employees, customers, service providers, and job applicants.</p>
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<p>You may ask us about your personal information.</p>	<p>You have the right to know when we collect and use your personal information, and to ask us what we know about you and what we do with that information.</p>
<p>You may access your personal information.</p>	<p>You may ask to access your own personal information by contacting privacy@maksure.co.za We may take up to one month to respond to your request and may charge a fee in some circumstances. We will let you know if this is the case.</p>
<p>You have control over your personal information.</p>	<p>You may:</p> <ul style="list-style-type: none"> • ask that we update incorrect personal information, or complete personal information that may be incomplete; • ask that we delete your personal information; • ask to receive your personal information in a structured, commonly used and machine-readable format; • ask that we reuse your personal information for your own purposes across different services; • object to the processing of your personal information under certain circumstances; • object to automated decision-making and profiling; • ask that a human review any automated decisions that we make about you, express your point of view about it, and obtain an explanation of the decision. You may challenge any automated decision made about you; and • ask that we restrict our use of your personal information.
<p>You have the right to unsubscribe.</p>	<p>You have the right to unsubscribe from any direct marketing we send you.</p>
<p>You have the right to lodge a complaint with the Information Regulator.</p>	<p>You can contact the Information Regulator at inforeg@justice.gov.za.</p>