

CIP Rewards Privacy Statement

CIP Rewards is an app provided and operated by COGNITION HOLDINGS LIMITED (“Cognition”).

The **Responsible Party** is COGNITION HOLDINGS LIMITED. Cognition processes your personal information in terms of a contract.

1. WHAT DATA DO WE COLLECT ABOUT YOU?

1.1. Cognition will collect the following Personal Information from you when you register for CIP Rewards:

- Name and surname
- Identification Number
- Cell phone number
- Email address
- Copy of ID document/ passport
- Store name and address

1.2. Cognition will also store information relating to your CIP Rewards payment card to facilitate the payment of claims that you submit.

2. WHY DO WE COLLECT YOUR PERSONAL INFORMATION?

Cognition collect's your Personal Information so that it can comply with the Know-Your-Customer requirements of the Financial Intelligence Centre Act, No 38 of 2001.

3. HOW DO WE USE YOUR DATA?

Cognition also collect's your Personal Information to:

- Provide you with the services you have subscribed to
- Fulfill its contractual obligations to you
- Generate weekly and monthly claims data

You have the right to object to the processing of your Personal Information but if you don't provide us with your Personal Information you cannot register for CIP Rewards program.

4. HOW LONG DO WE STORE YOUR DATA?

Cognition will retain your Personal Information for as long you are an active participant of the CIP Reward program and for a period of five years after you have ceased to be an active participant of the CIP Reward program whereafter your Personal Information will be deleted.

5. DO WE SHARE YOUR DATA?

5.1. Cognition will not share your Personal Information with anyone unless we ask first. The server is deployed in South Africa. Cognition will not transfer any Personal Information outside of South Africa.

5.2. Disclosures related to legal requirements and business transactions:

Cognition may disclose your Personal Information in response to a legal process or request from a competent authority according to applicable laws or in connection with a legal proceeding or process.

6. WHAT ARE YOUR RIGHTS AND OPTIONS?

You have the following rights and options:

Rights	Explanation	Instructions
Object to data processing	You can object to the processing of your Personal Information for a specific purpose	In this case, please contact the Call Centre on 0861 999 558.
Access your data	You can access your Personal Information and any data relating to you.	You can also access Personal Information through CIP Rewards app.
Erase your Personal Information	Your Personal Information must be retained for five years after you have ceased to be an active participant	Please contact the Call Centre on 0861 999 558.

Rights	Explanation	Instructions
Updating your Personal Information	You can update your Personal Information by contacting Support	Please contact the Call Centre on 0861 999 558.

7. HOW TO CONTACT US?

You can contact the Call Centre on 0861 999 558.

If you have any questions, comments, or suggestions on your rights as a Data Subject or the processing of your Personal Information by Cognition, please contact our Information Officer privacy@cognition.co.za.

Our address is: Cognition House, 84 Bram Fischer Drive, Randburg, 2194.

If you believe that Cognition does not process your Personal Information in accordance with this Statement or the Protection of Personal Information Act, no 4 of 2013, you can lodge a complaint with the Information Regulator.

8. How do We Update this Statement?

In the event that there are any changes to our processing of your Personal Information, we will inform you of such changes by appropriate methods, such as push notification or website notices in advance.

Latest update: [16 August 2021]