



Privacy Policy

AREA OF APPLICABILITY Across ACSA and External Stakeholders

DIVISION
Governance and Assurance

Next Revision Date:
20th June 2022

Control Disclosure

Confidential



Privacy Policy

1. Introduction

Airports Company South Africa SOC Limited and its subsidiaries understand that it is important to safeguard the Personal Information of its employees' and stakeholders in line with the Protection of Personal Information Act (POPIA) and all other related legislature.

This Privacy Policy outlines how the Company, manages Personal Information which it processes for various business needs.

2. What Personal Information does the Company collect?

As employees and stakeholders of Airports Company South Africa; personal information may be collected for various reasons. One can choose not to share one's personal information with the company; however, this may impact on our ability to effectively engage with you.

Depending on the nature of your interaction with the company and the reasons why we require the information; personal information that may be obtained includes but is not limited to:

- Forenames and last names;
- Identification or Passport number;
- Demographic information such as age, gender, preferred language, physical address;
- Qualifications;
- Contact details;
- Marketing preferences;
- Biometric information;
- Vehicle details i.e. vehicle number plate;
- Comments and opinions linked to your identifiable information;
- Medical information;
- Declaration of interest;
- Next of Kin information; and
- Bidders information etc.

3. How the Company collects Personal Information

Personal information may be collected through a variety of channels depending on the nature of one's interaction with the company, and may include the following:

- By using our website;
- By using the careers portal;
- Through surveillance cameras (with facial recognition technology);
- Through third party service providers;
- Application for employment with Airports Company South Africa or when already employed with the company;
- When responding to any procurement processes with the intention of bidding to render services or goods;
- Social media platforms;

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- Utilizing facilities in Airports Company South Africa's National and Regional sites including the company's free internet facilities i.e. parking, biometric access, Wi-Fi etc.;
- Responding to our marketing campaigns;
- Through Airports Company South Africa's mobile application;
- Surveys; and
- If an accident occurs the company may draw your blood, take your temperature or search for identity on your person shall you not be in the capacity to voluntarily provide us with your information.

4. Purposes for which the Company may Collect and Process One's Personal Information

The Company may collect and process personal information for the following reasons:

- Employment;
- To obtain services and products through tenders and request for quotations;
- When there is a legally contractual agreement between the parties;
- Send personalized communication;
- Build our data base for marketing purposes;
- To secure your safety, belongings and the company's facilities;
- Respond to inquiries; complaints and requests;
- Feedback on our services;
- To gain a better understanding of the company's stakeholders;
- Process benefits i.e. medical aid and pension (internal employees); and
- Security background checks (vetting).

When one consents to providing the company with your personal information; the company is committed to ensuring that the information shall only be used for the intended purposes it was collected for unless the company obtains further consent from you.

5. Sharing your Personal Information

As a principle, the company shall only share your personal information if the company has obtained your consent; personal information may be shared as per the below:

- With the company's subsidiaries and possibly concessions;
- Business partners, vendors, or contractors to provide requested services or facilitate transactions;
- In response to a request for information by a legitimate authority in accordance with, or required by any applicable law, regulation, or legal process;
- Where necessary to comply with judicial proceedings, court orders or government orders;
- To protect the rights, property, or safety of the company, its subsidiaries, you, or others, or as otherwise required by an applicable law; and
- Where you consent in writing to the sharing of your personal information.

Any service providers with whom the company shares personal information with are contractually required to implement suitable information protection and security measures; and are not permitted



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to use personal information for any purpose other than the purpose for which they are given access, and which have been disclosed to the person who is disclosing their information.

6. Transferring of Personal Information

As a global company, Airports Company South Africa may transfer your personal information to countries where we do business for the purposes identified above and in accordance with this Privacy Policy.

Where Airports Company South Africa transfers your personal data, the Company requires service provider or partners to sign agreements whereby they acknowledge accountability of such information, and the safeguarding thereof in accordance with the Protection of Personal Information Act (POPI Act).

7. General

- Where the company processes your personal information based on the consent obtained, one may withdraw your consent at any time for future processing;
- One may request access to, and correction of your personal data which is held by the company at any time; all such requests shall be directed to the designated Information Officer;
- One may object to the processing of your personal data at any time;
- If one suspects that your personal information has been unlawfully processed, you shall contact the Information Officer at Airports Company South Africa as a first step;
- One may lodge a complaint with the Information Regulator if you believe that your rights relating to protection of your personal information have been breached or that your personal information has been compromised; and
- In the event of an information breach that Airports Company South Africa becomes aware of; the company shall endeavor to notify you of such shall the breach apply to your personal information.

8. Security of Personal Information

Airports Company South Africa is committed to protecting personal information from misuse, loss, theft, unauthorized access, modification, or disclosure by using electronic and physical defenses and contractually requiring that third parties to whom we disclose your personal information do the same.

When using online channels, one shall be aware that the internet is not entirely secure. The company therefore cannot fully guarantee the security or interception from external sources of any personal information that you submit or post online, however robust security controls and further threat detection solutions have been put in place for your protection.



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9. Direct Marketing

One can choose whether you wish to receive marketing communications from the company or any of our service providers via any available communication platforms i.e. email, SMS. Even when one has agreed to this, one may opt out of receiving marketing materials from the company or any of our service providers at any time by contacting the Information Officer; as per the details provided below.

Airports Company South Africa shall not avail your personal information to unaffiliated third parties for direct marketing purposes or sell, rent, distribute, or otherwise make personal information commercially available to any third party, unless you have provided consent to do so.

10. Access of Personal Information

If one requests to access, correct, update, block, or delete the personal information that the company hold in our various physical and electronic repositories, please write to the company using the contact details set out at the end of this Privacy Policy. The company shall respond within a reasonable period and no later than ten (10) days of the date of your request, with an acknowledgement receipt; the company shall endeavor to resolve all complaints within thirty (30) days of acknowledgement.

11. Cookies and Similar Technologies

When one accesses the company's website, we use cookies (small files which are stored on a user's computer. They are designed to hold a modest amount of data specific to a user). Cookies enable the following:

- Authenticating a user;
- Enabling one to sign in;
- Keeping track of information, one has provided to the company;
- Improving your browsing experience;
- Customizing our interactions with you;
- Storing and managing your preferences and settings;
- Compiling statistical data;
- Analysing the performance and usability of the company's websites;
- Measuring website traffic patterns; and
- Determining which areas of the company's websites have been visited.

12. Links to Third Party Websites and Applications

Our websites and other platforms may contain links to sites and applications operated by third parties i.e. airlines. We are not responsible for any third-party content or privacy statements. Your use of such sites and applications is thus subject to the relevant third-party privacy policy statements.



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13. Retention of Personal Information

Airports Company South Africa shall retain your personal information for as long as it is necessary to fulfil the purposes for which it was collected where after it shall be deleted. Depending on the purpose, retention periods shall vary. The criteria the company uses to determine retention periods includes whether:

- The company is under a legal, contractual, or other obligation to retain personal data including pursuant to data retention laws, as part of an investigation or for litigation purposes; and
- Where Personal information is needed to maintain accurate business and financial records, in line with relevant legislation;

14. Changes to our Privacy Policy

Airports Company South Africa may update this Privacy Policy from time to time. In the event of an update, the company shall post the revised version, with an updated revision date.

15. Contacts

Should one have any questions or clarity as to how your personal information is processed by Airports Company South Africa, if one has a privacy concern or one wishes to lodge a complaint, please contact the Information Officer:

Sherly Mphahlele

Email: popia.queries@airports.co.za

Phone: 011 723 7972

Post: The Maples, Riverwoods, 24 Johnson Road,
Bedfordview, Gauteng, South Africa, 2008
PO Box 75480, Garden view,
Gauteng, South Africa, 2047

16. Endorsement (See Master in Corporate Policy Document Store)