



Goldrush Group Management (Pty) Ltd
Registration Number: 2006/021461/07
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Corporate Privacy Policy

THE PROTECTION OF PERSONAL INFORMATION ACT

CUSTOMER PRIVACY NOTICE

This Notice explains how the company obtains, uses, and discloses your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”).

Goldrush Group of Companies are committed to protecting your privacy and to ensure that your personal information is collected and used lawfully and transparently.

About the Company

Goldrush Group of Companies is a diversified gaming group with interests in Sports Betting, Online Sports Betting, Limited Pay-out Machine Route Operations, Bingo and Casino. The group currently operates through-out South Africa and Africa. Major shareholders include JSE listed private equity RECM and Calibre Ltd and Zico Capital owned by Agile Capital.

Information Collected

The company collects and processes your personal information mainly to contact you for the purposes of understanding your gaming needs and to deliver accordingly. For this purpose, the company will require your contact details.

Where possible, the company will inform you of what information is required.

Website usage information may be collected using “cookies” which allows the company to collect standard internet visitor usage information.

How the company will use your information

The company will use your personal information for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes.

For example:

- To obtain contact information if and when required;
- To confirm and verify your identity;
- For the detection and prevention of crime, money laundering or other malpractice;
- Direct marketing or customer satisfaction research or for statistical analysis;
- For compliance audit and record keeping purposes;
- To verify employment information relating to employment with the company;
- Gaming license processing for regulatory purposes;
- In connection with legal proceedings.
- Customer due diligence as required by FICA

Disclosure of personal information

The company may disclose your personal information to our service providers who are involved in the delivery of products or services to data subject. The company will have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may disclose personal information:

- Where we have a duty or a right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect the company's rights.

Information Security

The company is legally obliged to provide adequate protection for the personal information held by the company and to stop unauthorized access and use of personal information. The company will, on an on-going basis, continue to review security controls and related processes to ensure that data subject personal information remains secure and safe.

Our security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and deleting information;
- Authorised usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigating and reacting to security incidents.

When the company contracts with third parties, appropriate security, privacy, and confidentiality obligations are agreed upon with them to ensure that personal information remain their responsibility.

Customer Rights: Access to information

The customer has the right to request a copy of their personal information the company holds. To do this, simply contact the company representative as detailed below at the numbers/addresses as provided on our website and specify the required information.

The company will require a copy of your ID document to confirm your identity before processing your request. Access request may be subject to a payment.

Correction of data subject information

Data Subject has the right to request the company to update, correct or delete personal information. Data subject will be required to furnish a copy of ID document before amending personal information.

Definition of data subject personal information

According to the Act “**personal information**” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act, Goldrush Group of Companies also includes the following items as personal information:

- All addresses including residential, postal and email addresses.
- Legitimate forms of Identification as outlined in the Financial Intelligence Centre Act
- Change of name – for which we require copies of the marriage certificate or official change of name document issued by the Department of Home Affairs.

How and when to contact the company representative

1. If the data subject has any concerns about privacy notice about the company’s privacy practices;
 2. If data subject wish’s to withdraw consent;
 3. exercise preferences or access or correct your personal information;
- Company contact details; info@goldrushgroup.co.za or on the company’s website; www.goldrushgroup.co.za or any branch, venue or contracted sites. One of our highly trained and registered Information Officers will assist where possible.