



**MASSIVE QUANTUM**  
Together we can achieve excellence

**Massive Quantum (Pty) Ltd.**

Company Reg. No: 2012/210917/07  
VAT Reg. No: 4340262767

Cape Town Address: Unit 17, 220 Ottery Road, Ottery, 7800  
Tel: +27 21 761 7042

Gauteng Address: 18 Covenant Life Centre, 25 Webb Street, Northmead, Benoni, 1501  
Tel: +27 11 849 9022

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**Privacy Policy**

**Definitions:**

- "We" and "Us" shall mean: Massive Quantum (Pty) Ltd  
Registration Number: 2012/210917/07  
of Unit 17, 220 Ottery Road, Ottery, Cape Town, 7800;
- "POPIA" shall mean: the Protection of Personal Information Act 4 of 2013;
- "You" and "Your" shall mean: the "Data Subject", the person to whom personal information relates;
- "Personal" Information shall mean: personal information as defined in POPIA.

**Purpose:**

We are committed to respecting concerns regarding privacy and will process all personal information in alignment with the prescripts of *POPIA* and any further prevailing legislation.

All personal information furnished collected, whether voluntarily or mandatory, and processed by us regardless of form or medium shall be processed in accordance with the provisions set out hereunder.

**Collecting Personal Information:**

We currently collect and process the following information:

**Natural Persons:**

Names, identity numbers, address, contact details, bank details, medical history, race (where applicable), qualifications (where applicable), employment history (where applicable).

**Juristic Persons:**

Name, company registration number, VAT registration number, bank details, financial statements, contact details and address.

Personal Information is collected directly from data subjects and will be processed for purposes set out herein. Your omission to furnish any pertinent information could impede our ability to do so.

In accordance with the provisions of the POPIA, we will process your personal information to:

1. respond to any query or comment received from you;



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2. inform you of new services;
3. enable us to process, validate and verify information and requests for the supply of services;
4. for the purposes for which it was provided;
5. in order to carry out actions for the conclusion or performance of a contract to which you are a party;
6. in order to comply with obligations imposed by law on the business;
7. where the processing protects your legitimate interests;;
8. where the processing is necessary for the proper performance of a public law duty by the business; or
9. where the processing is necessary for pursuing the legitimate interests of the business or of a third party to whom the information is supplied.

**Minors:**

We do not process the information of minor children.

**Processing of Information:**

We will share your personal information:

1. in order to comply with applicable law or with legal process served on our company;
2. in order to protect and defend the rights or property of our company; and
3. with employees and/or third parties who assist us in providing services to you and thus require your personal information in order to render a proper and efficient service. We will ensure that all such employees and third-party service providers, having access to your personal information, are bound by confidentiality agreements.

**Collection of Information by "Cookies":**

You are aware that information and data is automatically collected through the standard operation of the Internet servers and through the use of "cookies." "Cookies" are small text files a Website can use to recognise repeat users, facilitate the user's ongoing access to and use of the Website and allow a Website to track usage behaviour and compile aggregate data that will allow content improvements and targeted advertising.

Cookies are not programs that come onto your system and damage files.

Generally, cookies work by assigning a unique number to you that has no meaning outside the assigning site. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature; however, you should note that cookies may be necessary to provide you with certain features (e.g., customized delivery of information) available on our Website.



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**Security Measures:**

We will:

1. treat your personal information as strictly confidential;
2. take appropriate technical and organisational measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access;
3. promptly notify you if we become aware of any unauthorised use, disclosure or processing of your personal information;
4. provide you with reasonable evidence of our compliance with our obligations under this policy on reasonable request; and
5. We will not retain your personal information longer than the period for which it was originally required, unless we are required by law to do so, or you consent to us retaining such information for a longer period.

**ALTHOUGH WE TAKE THE AFOREMENTIONED PRECAUTIONS IN PROTECTING YOUR PERSONAL INFORMATION, WE SHALL HOWEVER NOT BE LIABLE FOR ANY LOSS OR DAMAGE, HOWSOEVER ARISING, SUFFERED AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION IF OUTSIDE OUR REASONABLE CONTROL.**

**Retention:**

We will not retain your personal information longer than the period for which it was originally required, unless we are required by law to do so, or you consent to us retaining such information for a longer period.

**Selling Personal Information:**

We do not sell the information and will only share same with persons as set out herein.

**Transborder Flow of Information:**

Personal Information processed by us may be routed/transferred to a third country or International organization and if transferred the following security measures are in place to protect the Personal Information that will be transferred:

- SSL (Secure Sockets Layer)
- Anti-Virus software

**Your rights:**

You have the right at any time to:



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1. access your personal data by sending a written request to our Information Officer who's contact details are set out below.
2. request us to correct or supplement any of your personal data which we will undertake as soon as practicable.
3. request the return or destruction of personal information. We will consider your request in light of any other laws or regulations prohibiting us from destroying your personal data; and
4. lodge a complaint with us.

In order to comply with any request received, we may require proof of identity.

**Changes:**

We may update this privacy notice from time to time in order to reflect, for example, changes to our practices or for other operational, legal, or regulatory reasons.

Promotion of Access to Information Act:

In compliance with the provisions of the *Promotion of Access to Information 2 of 2002 (PAIA)*, a copy of our manual is available via our website: [www.massq.co.za](http://www.massq.co.za)

**Contact:**

**All enquiries must be addressed to the information officer: Chantal Winnaar, who can be contacted via email at [chantal@massq.co.za](mailto:chantal@massq.co.za) or via telephone on (021) 761 7042.**

If you are not satisfied with our response to your query, you may approach the following regulatory body for further assistance:

THE INFORMATION REGULATOR (SOUTH AFRICA) SITUATE AT: JD HOUSE, 27 STIEMENS STREET, BRAAMFONTEIN, JOHANNESBURG, 2001.

COMPLAINTS: [POPIAComplaints@inforegulator.org.za/](mailto:POPIAComplaints@inforegulator.org.za)  
[PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)

GENERAL QUERIES: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)