

# TLHARHI MANAGEMENT SERVICES (PTY) LTD

## PRIVACY STATEMENT

### 1. Introduction

At Tlharhi Management Services (Pty) Ltd (“Tlharhi”, “we”, “our” or “us”), we are committed to protecting the privacy of individuals and safeguarding personal information in accordance with the Protection of Personal Information Act, 4 of 2013 (“POPIA”).

This privacy statement explains how we collect, use, store, disclose and protect your personal information when you interact with us through our services, website, communication channels, or otherwise.

### 2. What Information We Collect

We may collect and process the following types of personal information:

- Identification information: name, identity number, company registration details.
- Contact information: address, phone number, email address.
- Employment or professional information: job title, employer, qualifications.
- Financial or billing information: banking details, payment records, tax numbers.
- Regulatory or compliance information: FSP number, compliance history, declarations.
- Usage and interaction data: website activity, communication preferences, client service records.
- We collect information directly from you, from third parties (e.g. regulators, financial institutions), and through digital interactions with our platforms or personnel.

### 3. Purpose of Processing

We collect and process your personal information for the following lawful purposes:

- To provide you with tailored services in line with our business offering.
- Managing our business operations and client relationships.
- To meet legal and regulatory requirements.
- To communicate with you about our offerings, updates, and service changes.
- To respond to queries, complaints or support requests.
- For internal audits, risk management, and record-keeping.
- For recruitment and employment-related matters, where applicable.

### 4. How We Store and Protect Your Information

Tlharhi Management Services implements appropriate technical and organisational measures to protect the integrity, confidentiality, and availability of your personal information. These include:

- Password-protected systems and data access controls.
- Secure physical and digital storage infrastructure.

- Regular system monitoring, risk assessments, and policy reviews.
- Access limited to authorised personnel on a need-to-know basis.

We retain your personal information only as long as necessary for the purpose for which it was collected, or as required by law.

## 5. Sharing of Information

We may share your personal information with the following parties when required for business or legal purposes:

- Regulatory bodies (e.g. FSCA, SARS, CIPC)
- Professional advisors and consultants
- Service providers and business partners operating under confidentiality obligations
- Law enforcement or government agencies when legally required

We do not sell or rent your personal information to third parties.

## 6. Your Rights

Under POPIA, you have the right to:

- Access your personal information held by us.
- Request correction or deletion of personal information.
- Object to the processing of your information for certain purposes.
- Withdraw consent where processing is based on your consent.
- Lodge a complaint with the Information Regulator.

You may exercise these rights by contacting our Information Officer (details below).

## 7. Cross-border Transfers

Should it be necessary to transfer your personal information outside of South Africa, we will do so in accordance with the provisions of POPIA and ensure equivalent data protection standards are maintained.

## 8. Changes to This Statement

We may update this privacy statement from time to time. The latest version will always be available on our website or upon request.

## 9. Contact Us

For questions, concerns, or to exercise your rights under this statement, please contact our Information Officer:

Information Officer

Email: [info@TLharhi.co.za](mailto:info@TLharhi.co.za)

Phone: 065 835 7411

Address: 13b Pampasgras Crescent, Klippoortje AL, Germiston, 1401