



External Privacy Notice.

Guide to contents:

1. Introduction
2. What is personal information
3. Where and when do we collect personal information
4. When will we process your personal information
5. When will we process your special personal information
6. What information do we collect, and how do we use your information
7. Collection of Information by "Cookies" (Website Purposes)
8. How we share your information
9. Your rights and obligations
10. Changes to our policy
11. Other important information
12. Contact Information
13. Document control
14. Change history

1. Introduction:

In this document, references to "Swavet RSA (Pty) Ltd", "we", "us", or "the Group" are to **Swavet RSA (Pty) Ltd**.

Swavet RSA (Pty) Ltd, recognises its accountability in terms of the Protection of Personal Information Act (hereinafter referred to as **POPIA**), other privacy protection legislation, together with its regulations to all its clients, suppliers, service providers and other third parties. **Swavet RSA (Pty) Ltd**, needs to collect personal information from its clients, suppliers, service providers and other third parties to carry out its business.

To maintain a trust relationship with our Stakeholders, we are committed to complying with both the spirit and the letter of POPIA, other privacy protection legislation, and to always act with due skill, care, and diligence when dealing with personal information.



2. What is personal information:

Personal Information according to POPIA, means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to –

- a. Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person;
- b. Information relating to the education or the medical, financial, criminal, or employment history of the person;
- c. Any identifying number, symbol, e-mail address, telephone number, location information, online identifier, or other particular assignment to the person;
- d. The biometric information of the person;
- e. The personal opinions, views, or preferences of the person;
- f. Correspondence sent by the person that would reveal the contents of the original correspondence;
- g. The views or opinions of another individual about the person; and
- h. The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

3. Where and when do we collect personal information:

Information you provide to us:

- Clients
 - Directly from you
- Suppliers
 - Invoices
 - Contracts
- Website usage:
 - Information may be collected using “cookies” which allows us to collect standard internet visitor usage information.



4. When will we process your personal information:

We will only process your personal information for lawful purposes relating to our business if the following circumstances apply:

- You have **consented** thereto;
- A person legally authorised by you, or a court, has **consented** thereto;
- It is necessary to conclude or perform under a **contract** we have with you;
- The **law** requires or permits it;
- It is required to protect or pursue your, our, or a third party's legitimate interest; and/or
- You are a child, and a competent person (such as a parent or guardian) has consented thereto on your behalf.

5. When will we process your special personal information:

Special personal information refers to the following categories of information:

- Religious and philosophical beliefs;
- Race;
- Ethnic origin;
- Trade union membership;
- Political beliefs;
- Health including physical or mental health, disability, and medical history;
- Biometric information;
- Criminal behaviour where it relates to the alleged commission of any offence or the proceedings relating to that offence.

We will process special personal information in the following instances:

- You have **consented** to the processing (in circumstances where we are legally obliged to obtain your consent); or
- It is necessary to exercise or defend a right or obligation in **law**; or
- It is necessary to comply with an international legal obligation of public interest; or
- It is for certain historical, research, or statistical purposes that would not adversely affect your privacy; or
- You have deliberately made your personal information public.



6. What information do we collect, and how do we use your information:

Kindly note that the following list is not comprehensive. It sets out the main purposes and data elements collected by "Swavet RSA (Pty) Ltd",

Clients

<u>Purpose:</u>	<u>Data elements:</u>
<ul style="list-style-type: none"> • Invoicing and payment processing • Order fulfilment and logistics management • Debit Orders • Product sales and Service Delivery • Customer account management • Credit application and account management • To contact you; • Audit & Record keeping; • Regulatory and legal compliance • Product recalls and pharmacovigilance reporting were applicable 	<p><u>Business Information:</u></p> <ul style="list-style-type: none"> • Registered business name; • Trading name (t/a); • Company registration number; • Company registration certificate ; • VAT registration number; • Business sector or industry; • Veterinary practice details (where applicable); • Business licence, permit, or registration information (where applicable); • Business address; • Postal address. <p><u>Authorised Representative and Contact Person Information</u></p> <ul style="list-style-type: none"> • Title; • Name; • Surname; • Identity number or passport number; • Copy of ID • Designation or position; • Contact number(s); • Email address; • Province and geographic location. <p><u>Financial Information</u></p> <ul style="list-style-type: none"> • Banking details; • Bank confirmation letter; • Credit application information; • Credit references; • Account numbers; • Payment history; • Invoices, statements, and transaction records.



<u>Purpose:</u>	<u>Data elements:</u>
	<p><u>Operational Information</u></p> <ul style="list-style-type: none"> • Customer account records; • Product orders and delivery records; • Purchase history; • Product return records; • Customer correspondence and communication records; • Complaints, enquiries, and support requests. <p><u>Compliance Information</u></p> <ul style="list-style-type: none"> • Professional registration numbers; • Permits, licences, and registrations required by law; • Qualifications or certifications required for regulated products (where applicable); • Regulatory reporting information. <p><u>Private Clients</u></p> <p><u>Personal Information</u></p> <ul style="list-style-type: none"> • Name; • surname; • Identity number or passport number; • Contact number(s); • Email address; • Physical address; • Postal address; • Province and geographic location. <p><u>Financial Information</u></p> <ul style="list-style-type: none"> • Banking details (where debit orders, refunds, or credit facilities apply); • Bank confirmation letter; • Credit application information; • Payment history; • Transaction records; • Complaints, enquiries, and support requests.



Service Providers / Suppliers

<u>Purpose:</u>	<u>Data elements:</u>
<ul style="list-style-type: none"> • Supplier onboarding and due diligence. • Procurement and purchase order administration; • Vendor and contract management; • Communication regarding products and services; • Payment processing and financial administration; • Service delivery management; • Regulatory and legal compliance; • Risk management and governance; • Audit and record-keeping purposes. 	<p><u>Business Information</u></p> <ul style="list-style-type: none"> • Registered business name; • Trading name (t/a); • Company registration number; • Company registration certificate; • VAT registration number; • Business sector or industry; • Relevant licences, permits, certifications, or accreditations. <p><u>Contact Person Information</u></p> <ul style="list-style-type: none"> • Name; • surname; • Designation or position; • Identity number or passport number; • Contact number(s); • Email address. <p><u>Business Contact Information</u></p> <ul style="list-style-type: none"> • Physical address; • Postal address; • Province and geographic location. <p><u>Financial Information</u></p> <ul style="list-style-type: none"> • Banking details; • Bank confirmation letter; • Invoices and statements; • Payment records; • Tax-related information required for compliance purposes. <p><u>Contractual and Operational Information</u></p> <ul style="list-style-type: none"> • Service agreements; • Non-disclosure agreements; • Purchase orders; • Supplier onboarding documentation; • Supplier due diligence information; • Supplier performance records; • Correspondence and communication records; • Service delivery records.



<u>Purpose:</u>	<u>Data elements:</u>
	<p><u>Compliance Information</u></p> <ul style="list-style-type: none"> • Tax compliance information; • Regulatory registrations and licences; • Professional registrations (where applicable); • Health, safety, environmental, and quality compliance records (where applicable); • B-BBEE certificates or affidavits (where applicable).

7. Collection of Information by “Cookies” (Website Purposes)

We want to make you are aware that information and data is automatically collected through the standard operation of the Internet Servers and with "cookies." "Cookies" are small text files a Website can use to recognise repeat users, facilitate the user's ongoing access to, 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 using 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 Websites.

8. How we share your information:

Third-Party Service Providers:

- Auditors/Accountants;
- Compliance consultants;
- Travel Agencies;
- IT consultant;
- Guest houses;
- Event organisers;
- Trophy designers;
- Regulatory bodies;
- Law enforcement agents
- Government agencies;
- Merchandise designers



Legal Disclosures:

We may need to share your information when we believe it is required by law, legal process or to help protect the rights and safety of you, us, or others. We attempt to notify members about legal demands for their data when appropriate in our judgment unless prohibited by law or court order or when the request is an emergency. We may dispute such demands when we believe, at our discretion, that the requests are overbroad, vague, or lack proper authority, but we do not promise to challenge every demand.

9. Your rights and obligations:

Data Retention:

We keep most of your personal information while we still have a purpose, we need to provide you with services or where we are legally obligated to do so.

We will also keep your information where you have agreed for us to do so, or have given your consent that we are allowed to do so.

We keep some of your information even after our business relationship has terminated, if it is reasonably necessary to comply with our legal obligations, meet regulatory requirements, resolve disputes, maintain security, prevent fraud and abuse, enforce our other user agreements, or fulfil your request to object to our processing of your information.

You have rights in connection with your personal information. You have many choices about how your information is collected, used, and shared.

In certain circumstances, by law, you have the right to:

- **Request access to your information:** You will be able to ask us what information we have about you as well as ask for a copy of this information. This should be done on request to claims@swavet.co.za // accounts@swavet.co.za
- There are some exemptions, which means you may not always receive all the information we process. When we can give you a copy it might be done at a certain fee, which will also be communicated to you at the time of your query.
- **Change or correct information:** You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Delete information:** You can ask us to delete or remove personal information under certain circumstances.
- **Object to processing:** You can do this where we are relying on your legitimate interest, public interest, or our legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.



- You also have the right to object where we are processing your data for direct marketing purposes or where you have given your consent for the specific processing and you want to retract your consent. Retracting your consent does not invalidate the information we lawfully processed while we had your consent to do so.
- **Request the restriction of processing:** You can ask us to suspend the processing of personal data about you, for example, if you want us to establish its accuracy or the reason for processing it.

10. Changes to our privacy notice:

Changes to the privacy notice apply to your use of our services. We may modify this privacy notice from time to time, as required by changes in legislation. When material changes are made, we will provide notice through our services, or by other means, to provide you the opportunity to review the changes before they become effective.

You acknowledge that your continued use of our services after we publish our changes to this privacy notice means that the collection, use, and sharing of your personal information is subject to the updated privacy notice.

11. Other important information:

Security:

We have put in place appropriate security measures to prevent your data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal information on a business need-to-know basis, and subject to a duty of confidentiality.

Transborder information transfers:

We do not share any of our clients, suppliers, service providers and other third parties' information across borders.



63 Design Boulevard, Northlands Deco Park, New Market Road, Northriding, 2162

Tel: (011) 704 7218

Fax: (011) 704 7203

sales@swavet.co.za | online@swavet.co.za

www.swavet.co.za



12. Contact Information:

Should you have a query please send an email to: claims@swavet.co.za // accounts@swavet.co.za

Our Information Officer:

Name: Fritz

Surname: Rexrodt

Email: fritz@swavet.co.za

Our Deputy Information Officer:

Name: Cayla

Surname: Du Preez

Email: claims@swavet.co.za

Our Information Admin Officer:

Name: Lana

Surname: Addison

Email: accounts@swavet.co.za

The Information Regulator:

You have the right to lodge a complaint with the South African Information Regulator. See the Information Regulator contact details below.

Woodmead North Office Park
54 Maxwell Drive, Woodmead,
Johannesburg

POPIA complaints: POPIAComplaints@inforegulator.org.za

PAIA complaints: PAIAComplaints@inforegulator.org.za

General Queries: enquiries@inforegulator.org.za

Your Animals,
Our Priority.



13. Document control

Creation Date	05 November 2024
Division Name	Swavet RSA (Pty) Ltd
Author Name	Cayla du Preez
Author Position	Deputy Information Officer
Last Updated	09 June 2026
This Version	External Privacy Notice.V2
Latest version approved by Board of Directors (Swavet RSA (Pty) Ltd")	External Privacy Notice.V2

14. Change History:

Date	Author	Version	Change Reference
09 June 2026	Cayla du Preez	V2	Information Regulator has relocated its offices