



MOTUS HOLDINGS LIMITED

NOTIFICATION OF HOW WE PROCESS PERSONAL INFORMATION IN TERMS OF SECTION 18 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013

EFFECTIVE DATE: 1 JULY 2021

Motus Holdings Limited – Registration Number:

1983/009088/06 (“Motus”) is a diversified (non-manufacturing) business in the automotive sector with unrivalled scale and scope in South Africa, and a selected international presence, primarily in the United Kingdom and Australia.

Motus’ unique business model is fully integrated across the automotive value chain through its four key business segments namely, Import and Distribution, Retail and Rental, Motor-related Financial Services and Aftermarket Parts.

- ▶ The Import and Distribution segment imports and distributes passenger and light commercial vehicles and parts to a network of dealerships, car rental companies, fleets, and government institutions in South Africa.
- ▶ The Retail and Rental segment sells passenger and commercial vehicles in various segments that include entry level, sports utility vehicles, luxury, light commercial, and heavy-duty vehicles. It also has a number of pre-owned, passenger vehicle, and commercial vehicle dealerships in South Africa. This segment also rents passenger, sports utility, and light commercial vehicles under the Motus and Tempest brands.
- ▶ The Motor-Related Mobility Services segment develops and distributes various vehicle related financial products and services through importers and distributors, dealers, vehicle finance houses, call centres, and digital channels. It manages and administers service, maintenance, and warranty plans; and develops and sells value added products and services. This segment also provides fleet management services to corporate customers, including fleet maintenance, fines management, and licensing and registration services.
- ▶ The Aftermarket Parts segment distributes, wholesales, and retails engine components, tools, and accessories”, targeting those vehicles that are out of warranty through its various owned branches, owned retail stores, and a network of franchised outlets.



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Motus Holdings Limited was incorporated in 2017 and is based in Bedfordview, South Africa.

Each entity within Motus Holdings Limited is responsible for and processes personal information in terms of its own Section 18 process and notice of such can be found on the websites of our various subsidiaries and divisions within South Africa. This notice is intended to be generic and wide-ranging.

1. Key Definitions

- ▶ “data subject” means the person to whom personal information relates;
- ▶ “operator” means a person who processes personal information for a responsible party in terms of a contract or mandate, without coming under the direct authority of that party;
- ▶ “personal information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to—
 - 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;
 - information relating to the education or the medical, financial, criminal or employment history of the person;
 - any identifying number, symbol, e-mail address, physical address, telephone number or other particular assignment to the person;
 - the blood type or any other biometric information of the person;
 - the personal opinions, views, or preferences of the person



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- correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
 - the views or opinions of another individual about the person; and
 - 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;
- ▶ “processing” means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including—
- the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation, or use;
 - dissemination by means of transmission, distribution or making available in any other form; or
 - merging, linking, as well as blocking, degradation, erasure, or destruction of information;
- ▶ “responsible party” means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information.

2. Method of Collection of Personal Data:

- ▶ We collect your personal data directly from you either directly from you when visiting any one of our subsidiaries’ branches or when you make use of our Web-based functions or referral partners.

3. Supply of Personal Information to Us



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- ▶ To enable us to perform services across our businesses (from renting vehicles, to purchasing goods and services), it may be mandatory for you to supply to us certain information, such as your "KYC" details that includes your Identity details and Document (or digital extract from Home Affairs), Address, Drivers Licence and contact details to comply with overriding legislation such as the provisions of the Administrative Adjudication of Road Traffic Offences Act, 1998 or the Financial Intelligence Centre Act, 2001 as amended. All other information is voluntarily provided by you to enable the conclusion of the contract governing our relationship and the supply of products or services requested by you. You will be informed of the nature of the information when you make use of a specific service or offering.

4. Consequences of Failure to provide information to us

- ▶ Mandatory Information as set out above is required in order to comply with legislative requirements and failure to do so will result in us being unable to conclude any transaction or offer services. If requested voluntary information is not supplied, we will not be able to provide vehicle rental services to you.

5. Lawful Basis for Processing:

- ▶ We will only process your personal information to comply with legislative requirements where we are the responsible Party and our contractual requirements where we are the Operator.

6. Purposes for Processing Data:

- ▶ In addition to collecting your information for the purpose of complying with legislative obligations as described above, we process your personal information to allow you to



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utilise our offered vehicle rental services. The purpose of processing your personal information will be to:

- record your details on one of our dedicated systems to facilitate and manage bookings and reservations (including the validation of driver license and driver status with relevant authorities) or transactions for goods or services;
- facilitate the conclusion of any Finance, Insurance, Purchase, Service or Rental Agreement with you;
- facilitate invoicing to and payment by you in terms of any Agreement;
- use in surveys to improve our services;
- provide online assistance where required;
- provide you with Motus marketing activities where you have consented to such or where it is reasonably justified or permitted in terms of prevailing legislation
- facilitate tracing and recovering (which includes triangulation of cellular phones, in accordance with RICA Act, Act 70 of 2002) of the rental or loan vehicle from you if the vehicle is not returned to Motus at the agreed time and date reflected on the Agreement;
- institute legal proceedings against the you and / or administer, negotiate, and settle Third Party claims; and
- comply with other legal requirements.



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7. Disclosure of Personal Data to Third Parties:

- ▶ Motus may disclose or transfer your personal data to our suppliers and business partners for the purposes of providing our services, ensuring secure processing of your personal information, responding to, resolving, and contacting you with regard to your inquiries, responding to your requests for information related to our products and services, ensuring safe use of the systems and improving user experience; to companies / franchisees and other business partners we are affiliated with for the purposes of auditing and reporting.
- ▶ When disclosing your personal data, Motus meets the requirements set out in the Act and takes any technical and administrative measure to protect the security of your data. We may engage external service providers as Operators that support our business operations. These service providers process data only as instructed by us, under our control and solely for the purposes mentioned in this notification.

8. Retention of your personal data:

- ▶ Your personal information is retained by us for such periods where the law requires us to retain your information for a specific period or for the duration of your dealings with us or use of our products or services.

9. Data processing outside the Republic of South Africa

- ▶ For Motus businesses located in South Africa, your personal data may be processed in South Africa and also outside of South Africa. We apply generally accepted information security practices to protect your personal information. Where we share your personal information with a third party (inside or outside South Africa), we conclude written contracts with the third party requiring them to implement and maintain the security measures necessary to protect the information as required by the Act.



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10. Your Rights:

Subject to applicable laws and regulations, you own your personal information. You may exercise a number of rights, including the right;

- ▶ to be informed whether your personal information is being processed;
- ▶ to request details of how we process your personal information;
- ▶ c)to request access to copies of your personal information retained by us;
- ▶ to be informed of about the purpose of processing of your personal information;
- ▶ to be informed of the justification that is relied on by us to process your personal information;
- ▶ to be informed about any third parties your personal information was disclosed to (locally or internationally);
- ▶ to request the correction of inaccuracies in the records containing your personal information and, if applicable, completion of your data;
- ▶ to object to the processing of your personal information;
- ▶ to request the destruction or deletion of your personal information;
- ▶ to request that any third parties that have records containing your personal information provided by us to them are notified and required to correct, complete, destroy or delete your personal information
- ▶ to lodge complaints regarding any adverse outcomes that may result from the analysis of your personal information by automated systems;
- ▶ to seek damages should you sustain any harm as a result of the unlawful processing of your personal information;



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- ▶ to withdraw your consent to the processing of your personal information after the date of withdrawal (any processing up to that date will remain lawful);
- ▶ to request a restriction of the processing of your personal information if you dispute the correctness of your personal information, or if the processing is unlawful, but you do not wish to have your personal information deleted;
- ▶ to receive the personal information in our possession in a structured, standardized machine-readable format and to have this information provided to third parties;
- ▶ to raise a complaint to the Information Regulator (complaints.IR@justice.gov.za) or any other approved competent authority if you are of the opinion that the processing of your personal information by us is unlawful