

Notification of Security Compromise in terms of section 22 of the Protection of Personal Information Act, 4 of 2013

On 27 & 28 December 2022, we were alerted to an unauthorised device having gained access to our database through an external VPN connection. The database contained personal information (registration and identity numbers, email addresses, telephone numbers and physical addresses) relating to both our customers and our employees.

Following the security breach, immediate steps were taken to secure the database, upgrade our existing security systems and to close any potential access pathways. We are satisfied that this has been appropriately addressed.

We are currently investigating the source of the breach and are in the process of reporting the breach to the both the Information Regulator as well as the South African Police Services.

Our preliminary investigations do not point towards personal information having been extracted and/or having been placed in the public domain. Whilst we consider the risk to be slight as the personal information contained on the database is largely accessible *via* public platforms, the security breach does, however, carry the potential for adverse consequences associated with the loss of confidentiality of the personal information protected.

In the circumstances, we would recommend that you remain vigilant and carefully monitor your accounts for any suspicious activity. Whilst we do not consider it strictly necessary due to the nature of the information contained on our database, routinely updating your PINs and passwords as well as monitoring credit reports is recommended to all data subjects.

We sincerely apologise for the breach that has occurred and any harm which may have been caused as a result. We will ensure that every possible effort will be made to maintain the integrity of our database and to prevent any further breaches from occurring in future.

Should you have any queries in this regard, please feel free to contact Grant Wilson at 083 777 0717,