

# Privacy Policy

## How we handle your personal information

### 1. About us

Tyme Bank Limited ('Tyme'), trading as TymeBank, provides banking and financial services. This policy describes how your personal information is handled by Tyme.

### 2. Your privacy is important to us

We protect your information and we aim to be clear and open about what we do with it. You can find more information in documentation such as our terms and conditions and any other documentation we may provide regarding our products and services.

We understand that your privacy is important to you, and we value your trust. That's why we protect your information and why we aim to be clear and open about what we do with it. This policy explains how we handle your personal information. It also includes:

- Our policy on the handling of credit reports and other credit information
- Key information about credit reporting matters (refer [Section 6](#))

During your relationship with us, we may tell you more about how we handle your information— for example, when you apply for our products or receive terms and conditions. You should always read these documents carefully.

Periodically we update our privacy policy. The most up-to-date version can be found on the Tyme website available at [www.tyembank.co.za](http://www.tyembank.co.za).

### 3. What information do we collect?

We collect information about you when you use our products or services, or deal with us. We may also collect information about you from other people and organisations.

#### Information we collect from you

We collect personal information about you when you use our products or services, or deal with us in some way. This is detailed in our terms and conditions when you apply for any of our products or services.

This includes collecting information when you:

- Contact us — for example, apply for our products or give us feedback, or make a complaint
- Use our products or services – for example, when you use your debit or credit card, pay a bill, or transfer money
- Visit our website, kiosks, or use our mobile apps

The information we collect from you may include:

- Information about your identity — including, but not limited to, your name, address, date of birth, gender and marital status
- Biometric information such as fingerprints
- Your Tax Number and tax residency status
- Financial and transaction information
- When you visit our website, kiosks, or use our mobile apps — your location information, IP address, and any third-party sites you access
- Other personal information, such as details of your interactions with us

### Information we collect from others

We may collect information about you from others, including, but not limited to:

- Service providers
- Agents
- Advisers
- Employers
- Companies or bodies that you own shares in or have an interest in

For example, if you apply for credit, we may ask a credit reporting body for your credit report. We may also collect information about you that is publicly available (for example, in public registers or on social media) or provided by businesses that we deal with.

### Personal information

The Protection of Personal Information Act protects your personal information — such as information about your religion, ethnicity, health or biometrics (for example, your fingerprints). If we need this type of information, we'll ask for your permission.

Tyme will also ensure that where applicable, the obligations in terms General Data Protection Regulations (GDPR) are complied with when it comes to the collection and processing of personal information.

## 4. How do we use your information?

We are careful about how we use your information. We use it to deliver our products and services. We also use your information for other reasons, such as compliance with legislation and / or to better understand you and your needs, and to let you know about other products and services you might be interested in.

We collect, use and exchange your information so we can:

- Confirm your identity
- Assess your application for a product or service

- Design, manage, price and provide our products and services
- Manage our relationship with you
- Minimise risks and identify or investigate fraud and other illegal activities
- Contact you, for example, when we need to tell you something important
- Improve our service to you and your experience with us
- Comply with laws, and assist government or law enforcement agencies
- Manage our businesses

We may also collect, use and exchange your information for other reasons where the law allows or requires us to do so.

### Bringing you new products and services

From time to time, we may also use your information to tell you about products or services we think you might be interested in. To do this, we may contact you by:

- Email
- Phone
- SMS
- Social media
- Advertising through our apps, websites, or third-party websites

If you don't want to receive direct marketing messages or want to change your marketing preferences, please use the opt-out functionality provided for on the website, app, email and/or SMS communications.

### Using data to give you better customer service

We're always working to improve our products and services and give you the best customer experience.

New technologies let us combine information we have about you and our other customers, for example your transaction information, with data from other sources, such as third-party websites or credit bureaus. We analyse this data to learn more about you and other customers, and how to improve our products and services.

We sometimes use this combined data to help other businesses better understand their customers. When we do, we don't pass on any personal information about you.

## 5. Who do we share your information with?

We may share your information with other members of the Tyme Group. We may also share your information with others for the reasons mentioned in Section 4.

We may share your information with other members of the Tyme Group. The sharing of information will be done strictly in terms of the Protection of Personal Information Act (POPI). This helps us offer you a high-quality customer experience. We will ensure that the information is de-identified before it is shared.

We may also share your information with third parties for the reasons detailed in **Section 4** or where the law otherwise dictates or allows. These third parties can include:

- Service providers — for example, loyalty program partners and our product distributors
- Businesses who do some of our work for us — including direct marketing, statement production, debt recovery and IT support providers
- Brokers, agents, advisers and people who act on your behalf — such as your guardian, or a person with Power of Attorney
- Guarantors and other security providers
- Organisations involved in our funding arrangements — like loan purchasers, investors, advisers, researchers, trustees and rating agencies
- Other banks and financial institutions — for example, if we need to process a claim for a mistaken payment
- Auditors
- Current or previous employers — for example, to confirm your employment
- Government and law enforcement agencies or regulators
- Credit reporting bodies and credit providers
- Organisations that help identify illegal activities and prevent fraud
- Other individuals (like cardholders) using the same account

### **Sending information abroad**

Sometimes, we may send your information abroad, including to:

- Service providers or third parties who store data or operate outside South Africa
- Complete a transaction, such as an international money transfer
- Comply with laws, and assist government or law enforcement agencies

If we do this, we make sure there are arrangements in place to protect your information.

## **6. Checking your credit history**

If you ask us for credit, we may check your credit reports. We typically obtain these from credit reporting bodies, agencies or bureaus. We also share your credit information with them so that they can provide credit reports to others.

When you apply to us for credit or choose to be a guarantor, we may need to check your credit reports.

A credit report gives us information about your credit history. Credit reports are provided by credit bureaus, who collect and share credit information with credit providers like us, and other service businesses like phone

companies.

Credit bureaus include personal information in their reports to assist other credit providers to assess your credit worthiness.

We may also ask credit bureaus to give us your overall credit score, and we may use credit information from credit bureaus together with other information to arrive at our own scoring of your ability to manage credit.

**What do we do with credit information?**

We use information from credit bureaus to:

- Confirm your identity
- Assess your credit exposure
- Assess your ability to manage credit
- Manage our relationship with you
- Collect overdue payments

We keep your credit information with your other information.

**Other rights you have**

**Direct Marketing** — Credit providers like us can ask credit bureaus to use your credit information to pre-screen you for direct marketing purposes. You can inform the credit bureaus not to do so.

**Preventing identity fraud** — If you think you have been or could be a victim of fraud — for example, if someone else may be using your name to apply for credit — you can lodge a complaint with the South African Fraud Prevention Services.

**7. Keeping your information safe**

Our staff are trained in how to keep your information safe and secure. We use secure systems and buildings to hold your information. We will only keep your information for as long as we need it.

We store your electronic records in secure buildings and systems or use trusted third parties. Here are some of the things we do to protect your information.

Staff training	We train our staff in how to keep your information safe and secure.
Secure handling and storage	When we send information overseas or use third parties that handle or store data, we make arrangements to protect your information.
System security	<p>When you log into our websites or apps, we encrypt data sent from your computer to our systems so no one else can access it.</p> <p>We have firewalls, intrusion detection and virus scanning tools to stop viruses and unauthorised people accessing our systems.</p> <p>When we send your electronic data to other organisations, we use secure networks or encryption.</p> <p>We use passwords and/or smartcards to stop unauthorised people gaining access to your data.</p>

Building security	We use a mix of alarms, cameras, guards and other controls in our buildings to prevent unauthorised access to our premises and consequently, to protect your data.
Destroying or de-identifying data when no longer required	We aim to keep personal information only for as long as we need it – for example, for business or legal reasons. When we no longer need information, we take reasonable steps to destroy or de-identify it.

## 8. Accessing, updating and correcting your information

You can contact us and ask to view your information. For more detailed information, you may need to fill out a request form. If your information isn't correct or requires updating, let us know straight away. Please follow the process as set out in our PAIA (Promotion of Access to Information) manual for this purpose.

### Can you see what information we have?

You may ask us for a copy of your information, such as your transaction history or credit information, by going online or contacting us via any of our other available channels.

### Is there a fee?

There is no fee to request your own personal information. However, we may charge a fee where your personal information is being requested by a third party with your consent. In certain instances, we may charge an access fee to cover the time we spend finding and putting together the information you want. Should we determine that a fee will be charged, we will let you know how much it is likely to be, so you are able to choose if you want to go ahead with the request and pay the associated fee. Generally, the fee is based on an hourly rate plus other expenses that reasonably may be incurred. You will be required to pay the fee or give us permission to take it out of your account before we start attending to your request. Our PAIA Manual, which is available on our website will indicate the process you would need to follow and the applicable fees, if any.

### How long will it take?

We try to make your information available within 30 days after you ask us for it. Before releasing the information, we will need to confirm your identity.

### Can we refuse to give you access?

In some cases, we can refuse access or only give you access to certain information. For example, we might not let you access information that is commercially sensitive. If we do this, we will write to you explaining our decision. You have the option of querying this decision as set out in [Section 9](#).

### Updating your information

It's important that we have your correct details, such as your current home and email addresses and phone number. You can check or update your information by logging into our website/app or contacting us via any of our other available channels.

### Can you correct or update your information?

You may ask us to correct or update any information we hold on you (including credit information that was submitted by us to a credit bureau). If we have given the information to another party, you can ask us to let them know it's incorrect. We won't charge a fee for this.

If the incorrect credit information was given to us by a credit bureau, we will advise you accordingly. It is your responsibility to either contact the credit bureau directly or lodge a formal complaint with National Credit Regulator

and request the information to be corrected or.

### What if we believe the information is correct?

If we don't think the information needs correcting, we inform you of the reasons for this. You may ask us to include a statement with the information that says you believe it's inaccurate, incomplete, misleading or out of date.

## 9. Making a privacy complaint

If you have a concern or complaint about your privacy, you have the right to let us know and we'll try to fix it. If you're not satisfied with how we handle your complaint, there are other actions available to you.

### How can you make a complaint?

We always try to get things right the first time. If, however, we don't, we will do what we can to fix it. If you are concerned about your privacy (including credit information), you have the right to lodge a complaint and we'll do our best to sort it out.

To lodge a complaint, you may contact one of our staff or customer service teams via any of our available channels. In such an instance, we will investigate the issue and attempt to fix it immediately. If you're not satisfied, you can call our Customer Contact Centre team or contact us via any of our other available channels. Refer **Section 10** for contact details.

### How do we manage complaints?

Where we receive a complaint, we will:

- Keep a record of your complaint
- Give you a reference number for your complaint
- Respond to the complaint within a few days if we can, or tell you if we need more time to investigate it. Your complaint will be handled in terms of our Customer Complaints Handling Policy which may be provided upon request.
- Keep you updated on what we are doing to fix the problem
- Give our final response within 30 days. If we can't give you a response in this time, we'll get in touch to tell you why and work out a new timeframe with you.

### Credit information complaints

If you lodge a complaint with us regarding the accuracy of the credit information submitted by us to the credit bureaus, we will investigate your complaint. Within 20 business days after you have lodged your complaint, we will either provide you with a copy of any credible evidence proving the accuracy of the information we had submitted or request the credit bureau to remove the information and update our internal records accordingly.

### What else can you do?

If you are not satisfied with how we manage your complaint once you have followed our complaints process, there are free and independent dispute resolution services available to you.

In particular, the Ombudsman for Banking Services can consider most complaints involving financial services providers.

If your complaint relates to how we handle your personal information, you can also contact the Information Regulator (South Africa).

If your complaint relates to your credit information on the credit bureaus, you can contact the National Credit Regulator.

**Ombudsman for Banking Services**

34 & 36 Fricker Road, Ground Floor  
Illovo  
2041  
Johannesburg  
Tel: 0860 800 900  
Visit [www.obssa.co.za](http://www.obssa.co.za)

**The Information Regulator (South Africa)**

SALU Building  
316 Thabo Sehume Street  
Pretoria  
0011  
Tel: 012 406 4818  
Fax: 086 500 3351  
Email: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

**National Credit Regulator**

127 15th Road  
Randjespark  
1683  
Johannesburg,  
Tel: 0860 627 627  
Visit [www.ncr.org.za](http://www.ncr.org.za)

**10. We're here to help**

Should you want to update your personal information, or if you have a privacy concern, need more information, or want to update your preferences — help is just a phone call away.

To ask a question, access your personal information, make a correction or a complaint - phone 0860 999 119.