

# Privacy Policy

## **rain Group Holdings (Pty) Ltd, Reg. 1947/024435/07, together with its subsidiaries**

This Privacy Policy explains how rain collects, uses, shares, stores and protects your personal information, and the rights you have, in line with the Protection of Personal Information Act 4 of 2013 (POPIA) and other applicable data protection laws.

It is issued on behalf of rain Group Holdings (Pty) Ltd and its subsidiaries (“rain”, “we”, “us”, “our” – see the Appendix). rain is the responsible party (data controller) that decides how your personal information is processed. By using any rain channel, you acknowledge this Privacy Policy. rain processes your personal information as described in this Privacy Policy and in accordance with applicable Data Protection Laws.

## **1. Who we are and how to reach us**

rain is made up of several South African legal entities. Our Information Officer can be contacted for any privacy question or request.

**Responsible party:** rain Group Holdings (Pty) Ltd (Reg. 1947/024435/07) and its subsidiaries

**Physical address:** 1st Floor, Cape Quarter Square, 27 Somerset Road, Cape Town, Western Cape, 8001

**Postal address:** PO Box 651921, Benmore, 2010

**Information Officer:** legal@rain.co.za (marked for the attention of the Information Officer / Deputy Information Officer)

## **2. Key terms**

**"Personal information"** means information that relates to and identifies you, such as your name, contact details, ID number, residential address and payment history. Aggregated or statistical information that does not identify you is not personal information.

**"Processing"** means any activity involving your personal information, including collecting, storing, using, sharing, updating and deleting it.

**"Data subject"** means the person to whom personal information relates – in this policy, you.

**"Channel"** means any platform through which you interact with rain, including our website, app, stores and marketing channels.

**"POPIA"** means the Protection of Personal Information Act 4 of 2013.

Where applicable, equivalent concepts under the EU GDPR, UK GDPR and other data protection laws (for example “controller”, “processor” and “personal data”) are read as

corresponding to the POPIA terms used here. “Data Protection Laws” means POPIA, ECTA, PAIA and any equivalent legislation that binds rain from time to time.

### **3. Scope and purpose of this policy**

- 3.1** This policy tells you what data we collect across our channels, services and social platforms, how we use it, when we may share it, and how we keep it secure. It applies to your access to and use of rain’s services.
- 3.2** We aim to be transparent about how we use your data and to comply with applicable Data Protection Laws. We do not circumvent privacy settings on third-party platforms; our processes focus on information you give us access to or send us directly, such as ID and proof-of-address documents for RICA and SIM activation.

### **4. Information we collect**

- 4.1** We may collect personal information when you register, subscribe to a service, make a payment, report a problem, use support, respond to surveys or promotions, or communicate with us through any channel. Most of the information we ask for is needed to provide the services, and we may not be able to provide them without it.
- 4.2** This may include: information you provide on registration or when reporting a problem; details of your visits to and use of our channels (traffic, location, weblogs, viewing statistics); your online activity, contributions, payment history and correspondence; survey responses and reviews; and any information needed to perform a contract, comply with the law, or pursue a legitimate interest.
- 4.3** We also collect technical and device information – such as IP address, operating system, browser type, and the date, time and duration of your access – for system administration, aggregate reporting and to personalise your experience.
- 4.4** We use cookies, caching and analytics technologies as described in our Cookie Policy. Essential cookies are used where necessary for the functioning of our Channels. Where consent is required for non-essential cookies, we use them in accordance with the preferences you select through the cookie banner. These store small data files on your device to remember repeat visits and your preferred settings (such as language and country), enable analytics on use of our website and apps, and process hashed or de-identified purchase information (such as products or services purchased through our channels) for analytics, reporting and service-improvement purposes. You can manage or disable cookies through your browser settings, although this may affect certain features.

- 4.5** We do not knowingly collect special categories of personal information (such as race, health, religious or political beliefs, sexual orientation, trade-union membership, or biometric or genetic data) except as aggregated data, nor information about criminal offences, nor information about children under 13. If we learn we have inadvertently collected children's information, we will delete it promptly and put measures in place to prevent recurrence.

## **5. How and why we use your information**

- 5.1** We only process your personal information where we have a lawful basis to do so – generally because it is necessary for our legitimate interests in providing technology and mobile data services, to perform a contract with you, to comply with a legal obligation, or with your consent.
- 5.2** We use your information to: provide requested information and services; authenticate you and give access to restricted pages; develop products and services; compile non-personal statistics on browsing habits; present content effectively for your device; determine your general location; personalise our channels and marketing; respond to queries; perform our contractual obligations; let you use interactive features; and notify you of changes.
- 5.3** Location data – LoopPhone. If you use a LoopPhone, rain collects and uses the LoopPhone's location information to determine whether it is in-zone or out-of-zone and to apply the correct data service levels. This processing is necessary to provide and administer the geography-based Service. Location data collected for zone determination is not used for unrelated purposes or shared with third parties except where necessary to provide, operate or support the service, or where required by law.
- 5.4** We only collect personal information that is necessary for the purposes set out in this policy.
- 5.5** If you use askrain, we process the information you submit, related account or Service information needed to answer your query, and technical information about the interaction. We may use AI, IT and cloud service providers to operate askrain. We use this information to respond to queries, provide support, improve the Service, prevent misuse, and keep appropriate records of support interactions.

## **6. Sharing and disclosure**

- 6.1** We may share your data within the rain group (our subsidiaries, parent companies and affiliates), and with selected third parties – such as business partners, suppliers, payment processors, IT and cloud providers, and analytics

providers – to perform a contract or improve our services. Where a third party processes your data, we put contractual and operational safeguards in place.

- 6.2** We may disclose your data where reasonably necessary to: comply with applicable law, regulation, legal process or a governmental request; conduct research and improve our services; enforce our terms (including this policy) and investigate potential violations; detect, prevent or address illegal activity, security or technical issues; protect the rights, property or safety of rain, our users or the public (including for fraud protection and credit-risk reduction); and in connection with any merger, sale or transfer of assets (provided the recipient respects this policy).
- 6.3** We do not disclose personal information about users to advertisers; we may share aggregate or anonymous information. In respect of data from social media platforms, we do not sell, licence or transfer your data to ad networks or data brokers, use it for eligibility decisions, place it in a search engine, request your passwords, or share your social media user IDs with service providers.

## **7. Cross-border processing and storage**

- 7.1** Your information is stored and processed within South Africa and may be transferred to and stored at a destination outside South Africa, or processed by staff or service providers operating outside South Africa.
- 7.2** Where we transfer personal information outside South Africa, we do so only where POPIA permits it. This may include where the recipient is subject to a law, binding corporate rules or a binding agreement that provides appropriate protection, where the transfer is necessary for the performance of a contract with you or for pre-contractual steps taken at your request, or where you have consented to the transfer. We take reasonable steps to ensure your information is treated securely and in line with this policy and POPIA.

## **8. Direct marketing and your choices**

You can choose whether to receive marketing material, and can give or withdraw consent on specific rain marketing channels. We comply with applicable law on direct marketing, including POPIA and the CPA. To change your preferences, use the askrain chat on any channel or email [legal@rain.co.za](mailto:legal@rain.co.za). Your marketing preferences do not affect rain's ability to send you service, billing, security, fraud-prevention, regulatory or account notices.

## 9. Your rights and obligations

- 9.1** You have the right to: ask to review the personal information you have provided and make changes; request the origin of your information and the identity of third parties who have had access to it; request that we correct or delete your information (subject to legal retention requirements); choose whether to receive marketing; and lodge a complaint with the Information Regulator under POPIA.
- 9.2** You are obliged to provide accurate information and to keep us informed of any changes. Please contact us as soon as you become aware that your information is inaccurate, incomplete or out of date.
- 9.3** Our channels may link to third-party websites that have their own privacy policies. We are not responsible for those policies – please review them before submitting personal information.

## 10. Keeping your information secure

- 10.1** We use a range of physical, electronic and managerial security technologies and procedures to protect your personal information from unauthorised access, use, alteration or disclosure.
- 10.2** Transmission of information over the internet is never completely secure. While we do our best to protect your personal information, we cannot guarantee the security of information transmitted through our channels.

## 11. How long we keep your information

- 11.1** We review retention periods regularly and keep your personal information only for as long as necessary for the relevant purpose or as required by law. If you ask us to delete your data, we will assess the request and delete, de-identify or restrict the information where required by law, unless we are permitted or required to retain it for legal, regulatory, contractual, fraud-prevention, dispute-resolution or legitimate business purposes.
- 11.2** To set retention periods we consider the amount, nature and sensitivity of the data, the potential risk of harm, the purposes of processing and applicable legal requirements. Details are available on request using the contact details above.

## 12. Access to information (PAIA)

POPIA gives you the right to access information we hold about you, exercised in accordance with the Promotion of Access to Information Act, 2000 (PAIA). An access request may be subject to a reasonable fee to cover our costs.

### 13. ISPA take-down notices

- 13.1** rain is a member of ISPA and upholds the ISPA Code of Conduct. In terms of section 75 of ECTA, rain has designated ISPA as its agent to receive notifications of infringements under section 77.
- 13.2** On receiving a valid take-down notice via ISPA, rain will notify you, ask you to remove the allegedly infringing material or stop the allegedly unlawful activity, and take down the service if you do not comply. To issue a take-down notice, follow the process at [ispa.org.za/tdn](http://ispa.org.za/tdn) ([complaints@ispa.org.za](mailto:complaints@ispa.org.za), PO Box 518, Noordwyk, 1687, tel 010 500 1200). rain establishes only whether a notice is procedurally correct, not whether the material is in fact unlawful.

### 14. Reporting a privacy or fraud concern

If you have a concern about a data privacy breach, suspected fraud, a request to be forgotten / erasure, or an information request, please sign in to a rain channel and let us know, or email [legal@rain.co.za](mailto:legal@rain.co.za), so we can assist and keep your personal data safe.

### 15. Changes to this policy

Any changes we make to this policy will be posted on our website and, where appropriate, notified to you by email. Please check the website regularly for updates.

#### Appendix – rain group subsidiaries

- rain Holdings (Pty) Ltd
- rain (Pty) Ltd
- rain GTM (Pty) Ltd
- rain Shared Services (Pty) Ltd