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| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10th May 2017 |

MANGO COMPANY POLICY ON DATA PRIVACY AND THE PROTECTION OF PERSONAL INFORMATION


The Protection of Personal Information Policy establishes, explains and sets out:

- Legal requirements pertaining to Personal Information and data privacy.
- What is Personal Information and who it belongs to.
- What Personal information will be processed by MANGO AIRLINES.
- Why MANGO AIRLINES needs to process a Data Subject's Personal Information.
- What MANGO AIRLINES will be doing with a Data Subject's Personal Information.
- Who MANGO AIRLINES will share a Data Subject's Personal Information with.
- What MANGO AIRLINES will do with a Data Subject's Personal Information once the purpose for the processing comes to an end.
- How all at MANGO AIRLINES are to treat Personal Information belonging to another.

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|---|--|---|
| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10th May 2017 |

CONTENTS

| | |
|---|----|
| 1. INTRODUCTION | 3 |
| 2. DEFINITIONS | 3 |
| 3. PURPOSE AND OBJECTIVES | 9 |
| 4. APPLICATION AND SCOPE | 10 |
| 5. THE DATA PROTECTION PRINCIPLES AND CONDITIONS | 10 |
| 6. HOW PERSONAL INFORMATION IS PROCESSED AND USED | 11 |
| 7. SAFEGUARDING PERSONAL INFORMATION | 12 |
| 8. ACCESS AND CORRECTION OF PERSONAL INFORMATION | 14 |
| 9. COMPLIANCE MANAGER | 14 |
| 11. GENERAL | 15 |
| 12. VERSION AND AMENDMENTS | 15 |
| ANNEXURES | 16 |
| SECTION 18 INFORMED CONSENT DOCUMENT (GENERIC) | 16 |

| | | |
|---|--|---|
| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10th May 2017 |

1. INTRODUCTION

The Protection of Personal Information Act, 4 of 2013 (POPI) regulates and controls the processing of Personal Information.

MANGO AIRLINES is an Airline company which, inter alia, operates in South Africa and in Southern Africa.

MANGO AIRLINES for the purposes of carrying out its business and related objectives, does and will from time to time, processes the Personal Information of living individuals and legal entities including public and private entities, such as Personal Information pertaining to employees and staff, prospective employees and job applicants, students and interns, service providers and contractors, vendors, clients, customers, and other third parties.


MANGO AIRLINES is obligated to comply with POPI and the data protection conditions housed under POPI with respect to the processing of all and any Personal Information.

This Policy describes how MANGO AIRLINES will discharge its duties in order to ensure continuing compliance with POPI in general and the information protection conditions and rights of data subjects in particular.

2. DEFINITIONS

In order to understand the implications of this document and the objectives of POPI the reader is to take note of the following explanatory notes and POPI definitions which will be used throughout this **POLICY** and which may be used in the interpretation of this document:

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| NOTE: Definitions arranged from A-Z |
| " Biometrics " means a technique of personal identification that is based on physical, physiological or behavioural characterisation including blood typing, fingerprinting, DNA analysis, retinal scanning and voice recognition; |
| MANGO AIRLINES may from time to time make use of your / the Data Subject's Biometrics for security access control and related identification procedures. |
| " Child " means a natural person under the age of 18 years who is not legally competent, without the assistance of a competent person, to take any action or decision in respect of any matter concerning him-or herself; |

| | | |
|---|--|---|
| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10 th May 2017 |

MANGO AIRLINES will from time to time have to process Personal Information of a child who may belong to you/ a Data Subject, for amongst other reasons employment and benefit related purposes, which use will require the competent person's consent as defined below.

"Competent Person" means any person who is legally competent to consent to any action or decision being taken in respect of any matter concerning a child;

"Consent" means any voluntary, specific and informed expression of will in terms of which permission is given for the processing of Personal Information;


All Personal Information which you / the Data Subject provides to MANGO AIRLINES will be subject to this Informed Consent Notice and when / by providing MANGO AIRLINES with your / the Data Subject's Personal Information, you / the Data Subject gives us, MANGO AIRLINES your / the Data Subject's implied consent to use your / the Data Subject's Personal Information in accordance with this Informed Consent Notice.

"Data Subject" means you, the person who will provide MANGO AIRLINES or its Operator (s) with Personal Information and who consents when providing such Personal Information, to MANGO AIRLINES 's use thereof in accordance with this **Informed Consent Notice.**

A Data Subject will include you / the Data Subject, the reader of this notice who will be providing MANGO AIRLINES with your / or your business's / the Data Subject's Personal Information and which you and your business, / the Data Subject by virtue of you / the Data Subject providing such Personal Information to MANGO AIRLINES, give MANGO AIRLINES the required consent to use the Personal Information, in accordance with this **Informed Consent Notice.**

"Operator" means a natural person or a juristic person who processes your/ a Data Subject's Personal Information on behalf of MANGO AIRLINES in terms of a contract or mandate, without coming under the direct authority of MANGO AIRLINES;

MANGO AIRLINES will, in order to pursue and protect its legitimate interests and in many cases to protect you/ the Data Subject, will under a written contract ask Operators to process certain categories of your/ the Data Subject's Personal Information on its behalf including without detracting from the generality thereof, advertising agencies, PR agencies, Payroll service providers, Core Benefits Providers, Medical Aid/Cover providers, Retirement Funding Providers, Auditors, Legal Practitioners, and Government and Provincial Departments (e.g. Department of Labour).

| | | |
|---|--|---|
| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10 th May 2017 |

"Person" means a natural person or a juristic person;

"Personal Information" means information relating to any identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, namely the Data Subject, 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;

MANGO AIRLINES will need to process 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 birthdates of all potential and actual employees for security, employment and benefit related purposes.


MANGO AIRLINES will need to process race, gender, pregnancy, marital status, national, ethnic or social origin, colour, age, physical or mental health, well-being, disability, language and birthdates of all potential and actual sole proprietors and individual service providers who intend or do provide products and services to MANGO AIRLINES for security, business and contractual, related purposes.

MANGO AIRLINES will need to process race, gender, marital status, national, ethnic or social origin, colour, age, language and birthdates of all potential and actual customers and consumers and / or beneficiaries, who intend or do use the MANGO AIRLINES products and services for security, business, contractual and marketing and promotional related purposes.

MANGO AIRLINES will need to process race, gender, marital status, national, ethnic or social origin, colour, age, language and birthdates of persons who ask MANGO AIRLINES for information or in order for MANGO AIRLINES to reply to any query or request made by such person.

(b) Information relating to the education or the medical, financial, criminal or employment history of the person;

MANGO AIRLINES will need to process information relating to the education, medical, financial, criminal and employment history of all potential and actual employees for security, employment and benefit related purposes.

| | | |
|---|--|---|
| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10 th May 2017 |

MANGO AIRLINES will need to process information relating to the financial, criminal and employment history of all potential and actual sole proprietors and individual service providers who intend or do provide products and services to MANGO AIRLINES for security, business and contractual related purposes or who apply for any form of funding or assistance.

MANGO AIRLINES will need to process information relating to the financial, and criminal history of all potential and actual service providers who are legal entities, who intend or do provide products and services to MANGO AIRLINES for security, business and contractual related purposes.

(c) Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;

MANGO AIRLINES will need to process all Data Subjects' identity or registration numbers, e-mail address, physical and postal address, telephone and contact numbers, location information, and other required identifiers pertaining to a Data Subject from time to time for security, employment, business, marketing, promotional and contractual related purposes or in order for MANGO AIRLINES to attend to a person's request, or enquiry for information, including any person or Data subject who applies for funding or assistance of any kind.

(d) The biometric information of the person;


MANGO AIRLINES may from time to time make use of a Data Subject's Biometrics for security access control, employment, and contractual and related identification procedures.

(e) The personal opinions, views or preferences of the person;


MANGO AIRLINES may from time to time make use of personal opinions, views or preferences of a Data Subject for business, sponsorship, funding, marketing, promotional, security, employment, and / or contractual purposes.

(f) 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;

MANGO AIRLINES may from time to time make use of private or confidential correspondence received from a Data Subject for business, investigative and / or security purposes as well as for employment, or contractual purposes.

| | | |
|---|--|---|
| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10th May 2017 |

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| (g) The views or opinions of another individual about the person; and |
| MANGO AIRLINES may from time to time make use of views or opinions of another individual about the Data Subject for business, marketing, promotional, security, employment, or contractual purposes. |
| (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; |
| "Processing" means any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including— |
| (a) The collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; |
| (b) Dissemination by means of transmission, distribution or making available in any other form; or |
| (c) Merging, linking, as well as restriction, degradation, erasure or destruction of information; |
| (d) Sharing with, transfer and further processing, to and with such information. |
| "Record" means any recorded information— |
| (a) Regardless of form or medium, including any of the following: |
| (i) Writing on any material; |
| (ii) Information produced, recorded or stored by means of any tape-recorder, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information so produced, recorded or stored; |
| (iii) Label, marking or other writing that identifies or describes anything of which it forms part, or to which it is attached by any means; |
| (iv) Book, map, plan, graph or drawing; |
| (v) Photograph, film, negative, tape or other device in which one or more visual images are embodied so as to be capable, with or without the aid of some other equipment, of being reproduced; |
| (b) In the possession or under the control of a responsible party; |
| (c) Whether or not it was created by a responsible party; and |
| (d) Regardless of when it came into existence; |
| MANGO AIRLINES and its Operators will from time to time process Personal Information pertaining to you/ a Data Subject for business, marketing, promotional, investigations, security, employment, and contractual purposes. |

| | | |
|---|--|---|
| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10th May 2017 |


All Personal Information processed by MANGO AIRLINES and its Operators will be housed under a record.

"Responsible Party" means MANGO AIRLINES including without detracting from the generality thereof, its directors, management, executives, HR practitioners, payroll department, core benefits provider, medical aid department, retirement funding department, internal auditors, legal practitioner and compliance officers, company secretary, and all other employees and Operators who need to process a Data Subject/your personal Information for MANGO AIRLINES business purposes.

"Special Personal information" includes any information relating to an individual's: Ethnicity, Gender, Religious or other beliefs, Political opinions, Membership of a trade union, Sexual orientation, Medical history, Offences committed or alleged to have been committed by that individual, Biometric details, and Children's details.

MANGO AIRLINES and its Operators will from time to time process Special Personal Information pertaining to you / a Data Subject for business, security, employment, and contractual purposes.

"You" means the person who is reading this Informed consent notice, namely the Data Subject, who by providing MANGO AIRLINES with your Personal Information, gives MANGO AIRLINES and its Operators consent to use and process your Personal Information in accordance with the provisions of this **Informed Consent Notice** and the word **"your /your's"** bears a corresponding meaning as the context may indicate.


| | | |
|---|--|---|
| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10th May 2017 |

3. PURPOSE AND OBJECTIVES

3.1 MANGO AIRLINES does on an ongoing basis collect and process Personal Information belonging to Data Subjects in order to carry out and pursue its business and related operational interests. This may without detracting from the generality thereof include:

- a) Recruitment and employment purposes;
- b) Concluding contracts and business transactions;
- c) For risk assessments, insurance and underwriting purposes;
- d) Assessing and processing queries, enquiries, complaints, and / or claims;
- e) Conducting criminal reference checks and / or conducting credit reference searches or verification;
- f) Confirming, verifying and updating persons details;
- g) For purposes of personnel and other claims history;
- h) For the detection and prevention of fraud, crime, money laundering or other malpractice;
- i) Conducting market or customer satisfaction research;
- j) Promotional, marketing and direct marketing purposes;
- k) Financial, audit and record keeping purposes;
- l) In connection with legal proceedings;
- m) Providing services to clients to carry out the services requested and to maintain and constantly improve the relationship;
- n) Communicating with employees, third parties, customers, suppliers and / or governmental officials and regulatory agencies; and
- o) In connection with and to comply with legal and regulatory requirements or when it is otherwise required or allowed by law.

3.2 The objective and purpose of this Policy is therefore to set out MANGO AIRLINES policy on the processing of Personal Information and to provide guidelines on how Personal Information is to be processed and safeguarded in order to ensure compliance with POPI.

| | | |
|---|--|---|
| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10th May 2017 |

4. APPLICATION AND SCOPE

4.1 This Policy will apply to the processing by MANGO AIRLINES of all and any Data Subjects' Personal Information.

4.2 This Policy without exception will apply to:

4.2.1 MANGO AIRLINES and its subsidiary companies, including all employees thereof, including permanent, fixed term, and temporary staff, directors, executives, and secondees;

4.2.2 Any entity or person who processes Personal Information on behalf of MANGO AIRLINES, whether residing or operating in South Africa, or overseas, who will hereinafter be referred to as an "Operator", provided they have been made aware of this Policy.

5. THE DATA PROTECTION PRINCIPLES AND CONDITIONS

5.1 Any Employee or Operator who processes Personal Information belonging to a Data Subject on behalf of MANGO AIRLINES, shall comply with all the provisions of POPI, including the 8 data protection conditions set out under section 4 of POPI, which are as follows:

5.1.1 Personal Information shall be obtained and processed fairly and lawfully;

5.1.2 Personal Information shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes, unless specific consent to do so has been obtained;


5.1.3 Personal Information shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed;

5.1.4 Personal Information shall be accurate and, where necessary, kept up to date;

5.1.5 Personal Information processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes;

5.1.6 Personal Information shall be processed in accordance with the rights of data subjects under POPI;

5.1.7 Appropriate technical and organisational safeguards and measures must be put in place to protect and guard against unauthorised or unlawful

| | | |
|---|--|---|
| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10th May 2017 |

processing of Personal Information and against accidental loss or destruction of, or damage to, Personal Information;

5.1.8 Personal Information shall not be transferred outside South Africa to another country unless that country has similar Data Privacy laws to those housed under POPI in place, or the person to whom the Personal Information is being transferred provides a written undertaking to apply the principles housed under POPI to the processing of the aforementioned personal Information.

6. HOW PERSONAL INFORMATION IS PROCESSED AND USED

6.1 Before any Personal Information is processed, the person processing such information on behalf of MANGO AIRLINES must bring to the Data Subject's attention the provisions housed under the MANGO AIRLINES CONSENT TO PROCESS PERSONAL INFORMATION IN TERMS OF THE IMPLIED CONSENT DOCUMENT, which is housed on MANGO AIRLINES website, and which for ease of reference is attached hereto marked Annexure "A", which document amongst others houses the following instructions and details:

6.1.1 Why the processing of the Data Subject's Personal Information is necessary;

6.1.2 What Personal Information is required and the purpose for the requirement;


6.1.3 What will be done with the Personal Information;

6.1.4 That in order to use the Personal Information, the Data Subject must provide consent for such processing, unless such processing is necessary to carry out actions for the conclusion or performance of a contract to which the Data Subject is a party; or is required and complies with an obligation imposed by law on either the Data Subject or the Responsible Party; or is necessary to protect the legitimate interest (s) of the Data Subject or the Responsible Party; or is necessary for the proper performance of a public law duty by a public body; or is necessary for pursuing the Data Subject or the Responsible Party's legitimate interests, or that of a third party to whom the Personal Information is supplied;

6.1.5 Who the Personal Information will be shared with;

6.1.6 Whether the Personal Information will be sent outside the borders of South Africa and what data security measures are in place to protect the information;

6.1.7 What will be done with the Personal Information once the purpose for its collection and use has expired.

| | | |
|---|--|---|
| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10th May 2017 |

6.2 When processing a Data Subjects Personal Information, the person processing such information must ensure that:

6.2.1 They only process Personal Information, which is relevant and accurate and only for the purpose for which it is required;

6.2.2 Special Personal Information will only be processed in line with the provisions set out under POPI and in accordance with instructions set out by the Compliance Manager from time to time;

7. SAFEGUARDING PERSONAL INFORMATION

7.1 All Company employees and where applicable, Operators and persons acting on behalf of MANGO AIRLINES must before processing Personal Information ensure that the record housing the Personal Information will be kept secure and that appropriate measures and safeguards are in place to prevent any unauthorised access, disclosure and / or loss of such Personal Information.

7.2 Removing and Downloading Personal Information on to portable devices from workplace equipment or taking soft copies of Personal Information off-site must be authorised in writing by the manager of the relevant department from where the information emanates and a copy of such authorisation sent to the Compliance Manager, and which removal will be subject to the following provisions:


7.2.1 The person removing the Personal Information must explain and justify the operational need for the removal in relation to the volume and sensitivity of the Personal Information and ensure that the details of the Personal Information being removed is documented and recorded under a “removal register”;

7.2.3 The Personal Information to be removed must be strongly encrypted;

7.2.4 The person removing and using said data should only store the data necessary for their immediate needs and should remove the data as soon as possible once dealt with and such removal should be confirmed by way of a recorder in the removal register;


7.2.5 To avoid loss of encrypted data, or in case of failure of the encryption software, an unencrypted copy of the data must be held in a secure environment.

7.3 Where it is necessary to store Personal Information on portable devices such as laptops, USB flash drives, portable hard drives, CDs, DVDs, or any computer not owned by MANGO AIRLINES, employees and where applicable, Operators and persons acting on behalf of MANGO AIRLINES without exception must before

| | | |
|---|--|---|
| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10th May 2017 |

storing said Personal Information ensure that the data is encrypted and is kept secure and that appropriate measures and safeguards are in place to prevent unauthorised access, disclosure and loss of such Personal Information and points 7.2.1- 7.2.5 will apply mutatis mutandi to said data.

- 7.4 Where paper or hard copies of Personal Information are removed from MANGO AIRLINES premises, employees and where applicable, Operators and persons acting on behalf of MANGO AIRLINES without exception must before removing said Personal Information ensure that only that data necessary for the purpose it is being removed is taken, is documented in a removal register and is thereafter whilst away from MANGO AIRLINES premises kept safe and secure and that appropriate measures and safeguards are in place to prevent any unauthorised access, disclosure and loss of such Personal Information.
- 7.5 Paper or hard copies of Personal Information and portable electronic devices housing Personal Information should be stored in locked units, which should not be left on desks overnight or in view of other employees or third parties.
- 7.6 Personal Information, which is no longer required, should be securely archived and retained, as per **MANGO AIRLINES DOCUMENTATION STANDARDS MANUAL**.
- 7.7 Personal Information must not be disclosed unlawfully to any third party.
- 7.8 Where an OPERATOR is to process Personal Information on behalf of MANGO AIRLINES, such processing will be subject to a written OPERATOR agreement concluded between MANGO AIRLINES and the OPERATOR, which agreement is to be substantially in same format as the standard MANGO AIRLINES OPERATOR agreement annexed hereto marked Annexure "B".
- 7.9 All losses of Personal Information must be reported to the relevant manager of the department from where the information emanates, the departmental Data Protection Coordinator and the Compliance Manager.
- 7.10 Negligent loss or unauthorised disclosure of Personal Information, or failure to report such events, may be treated as a disciplinary matter.
- 7.11 MANGO AIRLINES via its Information Security Officer and IT department will continuously review its security controls and processes to ensure that all Personal Information is secure.

| | | |
|---|--|---|
| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10th May 2017 |

8. ACCESS AND CORRECTION OF PERSONAL INFORMATION

8.1 In terms of POPI, a Data Subject has the right to:

8.1.1 Request access to their Personal Information which MANGO AIRLINES holds, provided that they follow the “Access to Information Procedure” set out under the MANGO AIRLINES PAIA Manual housed under MANGO AIRLINES website;

8.1.2 Ask MANGO AIRLINES to update, correct or delete any of its Personal Information, which MANGO AIRLINES thereafter has a duty to correct, save where MANGO AIRLINES is of the view that the request is incorrect, invalid and / or unreasonable.

8.1.3 Object to MANGO AIRLINES processing their Personal Information, which MANGO AIRLINES holds about them, by filing a notice of objection.

8.2 In the event of any of the abovementioned instances, any such request should not be acted on but should be submitted to MANGO AIRLINES Compliance Manager for further attention and action.

9. COMPLIANCE MANAGER

9.1 MANGO AIRLINES has appointed a Compliance Manager who has been tasked with the primary responsibility for compliance with POPI.

9.2 All MANGO Airlines employees are under a duty to:

9.2.1 Raise any concerns in respect of the processing of Personal Information with the Compliance Manager;


9.2.2 Promptly pass on to the Compliance Manager all data subject access requests and requests from third parties for Personal Information;

9.2.3 reporting losses or unauthorised disclosures of Personal Information to the Compliance Manager as soon as such loss or disclosure has been noted; and

9.2.4 Address any queries or concerns about this Policy and / or compliance with POPI with the Compliance Manager.

10. OPERATORS AND SERVICE PROVIDERS

Where any COMPANY employee requires a COMPANY service provider, contractor and/or agents (Operator) to process Personal Information for or on behalf of MANGO AIRLINES, such employee shall ensure that prior to such processing a standard

| | | |
|---|--|--|
| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10th May 2017 |

COMPANY Operator Agreement is concluded with the Operator in respect of such processing.

11. GENERAL


Any transgression of this Policy will be investigated and may lead to disciplinary action being taken against the offender.

12. VERSION AND AMENDMENTS

This Policy is effective as May 1st 2017

Signature: _____

Head of Quality and Compliance

| | | |
|---|--|---|
| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10th May 2017 |

ANNEXURES


SECTION 18 INFORMED CONSENT DOCUMENT (GENERIC)

INTRODUCTION

MANGO Airlines (SOC) Ltd is committed to protecting your privacy and recognizes that it needs to comply to statutory requirements in the collection, processing and distribution of personal information.

Section 14 of the Constitution of the Republic of South Africa, 1996, provides that everyone has the right to privacy; furthermore the Protection of Personal Information Act, 4 OF 2013 (POPI) further reiterates that the right to privacy includes a right to protection against the unlawful collection, retention, dissemination and use of personal information.

According to section 18 of the Act, if personal information is collected, the responsible party must take reasonably practicable steps to ensure that the data subject is made aware of the information being collected and where the information is not collected from the data subject, the source from which it is collected, subject to certain exceptions, including those where the collection of information is required for a contractual or legal purpose and / or is required for the purpose of protecting the legitimate interests of the Company.


| | | |
|---|--|---|
| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10 th May 2017 |

SECTION 18 DETAILS


Following this MANGO Airlines would like to acquire Informed Consent from you (the “Data Subject”) before it collects from you, any of your personal information.

In terms of Section 18 of POPI the Company is obliged to provide you with the following information when collecting personal information from you:

- a) **Type of Information:** The type of information being collected;
- b) **Nature or Category of the Information;** where it will be used and stored;
- c) **Purpose:** The purpose for which this information is being collected;
- d) **Source:** Where the information is not collected from the data subject directly, the source from which it is collected;
- e) **Responsible Party Details:** Its name and address of the responsible party;
- f) **Voluntary or Mandatory:** Whether or not the supply of the information by that data subject is voluntary or mandatory;
- g) **Legal Requirement:** Any particular law authorising or requiring the collection of the information and the law, which makes the supply of that information mandatory;
- h) **Contractual Requirement:** The contract, which makes the supply of that information mandatory;
- i) **Consequences of not providing:** The consequences of failure to provide the information:

| | | |
|---|--|---|
| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10th May 2017 |


- j) **Cross Border Transfer:** the fact that the responsible party intends to transfer the information to a third country or international organisation and the level of protection afforded to the information by that third country or international organisation;
- k) **Recipients of Information:** Recipient or category of recipients of the information;
- l) **Access and Right to Amend:** Existence of the right of access to and the right to rectify the information collected;
- m) **Right to Object:** Existence of the right to object to the processing of personal information as referred to in section 11(3); and
- n) **Complaints:** Right to lodge a complaint to the Information Regulator and the contact details of the Information Regulator.

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| QUALITY ASSURANCE DEPARTMENT | Title of Policy: MANGO Protection of Personal Information (POPI) Policy |  |
| Name of Custodian: H.O.D QA & Compliance | Applicable To The Following Sections → | ALL |
| | Effective Date → | 10th May 2017 |

CONSENT

By filling in this (web page, questionnaire, application etc.), I hereby agree to provide MANGO Airlines with my personal information, based on the following.

- i. Data Subject:**
- ii. Responsible Party:**
- iii. Type of Information:** The type of information being collected
- iv. Nature or Category of the Information;** Where it will be used and stored;
- v. Purpose:** The purpose for which this information is being collected;
- vi. Source:** Where the information is not collected from the data subject directly, the source from which it is collected;
- vii. Voluntary or mandatory:** Whether or not the supply of the information by that data subject is voluntary or mandatory;
- viii. Legal Requirement:** Any particular law authorising or requiring the collection of the information and the law, which makes the supply of that information mandatory, i.e. MANGO Airlines is statutorily obliged by (FICA/ RICA) to collect personal information.
- ix. Contractual Requirement:** The contract, which makes the supply of that information mandatory;
- x. Consequences of not providing:** The consequences of failure to provide the information.
- xi. Cross Border Transfer:** The fact that the responsible party intends to transfer the information to a third country or international organisation and the level of protection afforded to the information by that third country or international organisation; Personal information will protected by (name of organization or country) by means of their security measures that include (name their security measures).
- xii. Recipients of Information:** Recipient or category of recipients of the information;
- xiii. Access and Right to Amend:** Existence of the right of access to and the right to rectify the information collected;
- xiv. Right to Object:** Existence of the right to object to the processing of personal information as referred to in section 11(3); and

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xv. **Complaints:** Right to lodge a complaint to the Information Regulator and the contact details of the Information Regulator.

NOTE:

- I am supplying this information voluntarily and without any undue influence from any party;
- I am supplying this information because it is mandatory to supply this information reason;
- Failure to provide this information will result in (your application being dismissed etc.).


I am aware that I have the following rights with regard to my personal information being collected:

- (a) I have the right to access my information and to rectify any information that is collected from me.
- (b) I may object to the processing of your personal information.
- (c) I may lodge a complaint to the Information Regulator at (contact details of regulator).....

I (DATA SUBJECTS NAME) the data subject have read and understood this notice and consent to the collection of my personal information.


Signed at _____ on this day ____ of _____ 20__

****This is to go onto any document that is used to capture a person/ individual/private or public body's information.**

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18. NOTIFICATION TO DATA SUBJECT WHEN COLLECTING PERSONAL INFORMATION.

- (1) If personal information is collected, the responsible party must take reasonably practicable steps to ensure that the data subject is aware of—
- (a) The information being collected and where the information is not collected from the data subject, the source from which it is collected;
 - (b) The name and address of the responsible party;
 - (c) The purpose for which the information is being collected;
 - (d) Whether or not the supply of the information by that data subject is voluntary or mandatory;
 - (e) The consequences of failure to provide the information;
 - (f) Any particular law authorising or requiring the collection of the information;
 - (g) The fact that, where applicable, the responsible party intends to transfer the information to a third country or international organisation and the level of protection afforded to the information by that third country or international organisation;
 - (h) Any further information such as the—
 - (i) Recipient or category of recipients of the information;
 - (ii) Nature or category of the information;
 - (iii) Existence of the right of access to and the right to rectify the information collected;
 - (iv) Existence of the right to object to the processing of personal information as referred to in section 11(3); and
 - (v) Right to lodge a complaint to the Information Regulator and the contact details of the Information Regulator, which is necessary, having regard to the specific circumstances in which the information is or is not to be processed, to enable processing in respect of the data subject to be reasonable.
- (2) The steps referred to in subsection (1) must be taken—
- (a) If the personal information is collected directly from the data subject, before the information is collected, unless the data subject is already aware of the information referred to in that subsection; or
 - (b) In any other case, before the information is collected or as soon as reasonably practicable after it has been collected.
- (3) A responsible party that has previously taken the steps referred to in subsection (1) complies with subsection (1) in relation to the subsequent collection from the data subject of the same information or information of the same kind if the purpose of collection of the information remains the same.
- (4) It is not necessary for a responsible party to comply with subsection (1) if—
- (a) The data subject or a competent person where the data subject is a child has provided consent for the non-compliance;
 - (b) Non-compliance would not prejudice the legitimate interests of the data subject as set out in terms of this Act;

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- (c) Non-compliance is necessary—
- (i) To avoid prejudice to the maintenance of the law by any public body, including the prevention, detection, investigation, prosecution and punishment of offences;
 - (ii) To comply with an obligation imposed by law or to enforce legislation concerning the collection of revenue as defined in section 1 of the South African Revenue Service Act, 1997 (Act No. 34 of 1997);
 - (iii) For the conduct of proceedings in any court or tribunal that have been commenced or are reasonably contemplated; or
 - (iv) In the interests of national security;
- (d) Compliance would prejudice a lawful purpose of the collection;
- (e) Compliance is not reasonably practicable in the circumstances of the particular case; or
- (f) The information will—
- (i) Not be used in a form in which the data subject may be identified; or
 - (ii) Be used for historical, statistical or research purposes.

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| Source..... | Peter Kiely |
| Replacing..... | NEW |
| Revision No. | Revision 00 |
| Signature of Head Of Department..... | Filed Copy signed by H.O.D |