

Privacy Statement of the Transnet Second Defined Benefit Fund

The Transnet Second Defined Benefit Fund (the Fund, we, us, our) treats personal information we collect and process as private and confidential.

Collection

We hold or collect personal information relating to you as a Fund member, and in some cases your family members and other potential beneficiaries. In most cases we will collect personal information directly from you (or from the responsible adult, in the case of children).

We use your personal information to:

- provide you with the benefits that you are entitled to in terms of the Rules of the Fund, of which you are a member;
- follow your instructions and give effect to your choices, where you have options under the Fund Rules;
- process your personal information associated with the provision of retirement benefits (this includes administering claims for Fund benefits and communicating with you), and to provide you with associated benefits such as those provided on death (for which purpose we require information about your dependants, value of your pension among other things);
- provide you with regular communications about the Fund, your monthly pension and other related matters; and
- comply with applicable legislation, including the Transnet Pension Fund Act.

Without your personal information, we would not be able to provide the benefits that you are entitled to as a Fund member, or the services that you need from the Fund.

Your consent

Because we obtain most of the personal information we need from your former employer (and because you may already have been a member of the Fund for some time), we have not asked you directly to consent (agree) that we can process your personal information for the purposes set out above. This is because you have rights and interests as a member of the Fund, and we need your personal information to give effect to your rights and interests - we cannot do this without processing this information.

Where we do collect personal information directly from you, we will ask for your consent and explain why we need the personal information and what we will do with it. The same applies when we collect personal information about a child, from the parent or guardian, or other responsible adult.

Third parties, and disclosure of information

We rely on certain third parties to provide services to the Fund. When we do this, and when this means they will hold and process your personal information, we require that they agree to our privacy principles and practices, or apply at least equivalent standards of their own to ensure that your personal information is accurate, kept safe, and only used for legitimate Fund-related purposes.

The most important of these service providers are:

- The administrator of the Fund
- The Fund's auditors
- The Fund's actuaries and consultants
- Other professional advisors such as lawyers

We will not disclose your personal information to external organisations that are not Fund related parties, unless you give us your consent, or unless we are required to do so by law, or if it is necessary to protect your rights and interests as a member of the Fund.

Transfer across borders

Sometimes we, or our service providers, will store and process your personal information in other countries. When this happens, we, or our service providers, will ensure that the party which is storing and processing the personal information is legally or contractually required to conform to standards regarding the security and privacy of personal information that are substantially the same as those that apply in South Africa.

Securing your personal information

Our security systems and processes, and those of our service providers, are designed to prevent loss, unauthorised destruction, damage and/or access to your personal information by unauthorised third parties.

Access to your personal information

As a member of the Fund, you may: (a) ask us to give you a description of your personal information that we hold; and (b) ask us to correct or update your personal information. (Please see the Fund's Manual in terms of the Promotion of Access to Information Act for more details on this – this Manual is available on request from the Fund's Information Officer, whose details are given at the end of this document.)

We may, if allowed by law, charge a fee for this.

Retention of correspondence

If you communicate with us by e-mail or in writing, we and our administrator may retain a copy or record of the correspondence, where allowed by law, to protect your rights and interests in the event that a dispute arises.

Recording of voice calls

We, and our service providers, communicate with you through different methods and channels. If allowed by law, our administrator may record and monitor voice calls to make sure that they comply with their, and our, legal and regulatory responsibilities and internal policies, and to protect your rights and interests in the event that a dispute arises. Where we or our service providers do so, you will be advised at the outset that the call will be recorded

Your rights

We will take note of your rights under applicable privacy and data protection laws, especially your right to object, on reasonable grounds, to certain types of processing.

Right to change this privacy statement

We may change this privacy statement and will either advise you of the changes or publish all changes in the Fund's newsletter. The latest version of our privacy statement will replace all earlier versions, unless it says differently.

Queries and complaints

If you have any queries or complaints about privacy, please contact the Fund's Information Officer:

Information Officer – Mr Jaco Neale

Fund's registered physical address – The Marc - Tower 2, Upper Retail, 129 Rivonia Road, Sandton, 2146

Telephone – 011 587 8575

E-mail – Jaco.Neale@Transnetfunds.co.za

If you are unhappy with the Fund's response and want to make a formal complaint about the way in which the Fund has handled your personal information (or if you want to learn more about your rights under South Africa's Protection of Personal Information Act 2013), you can contact the Information Regulator, an independent regulatory authority established under South Africa's Protection of Personal Information Act (POPIA).

The Information Regulator (South Africa)

JD House, 27 Stiemens Street

Braamfontein, Johannesburg

Website: www.justice.gov.za/infoereg/

E-mail: complaints.IR@justice.gov.za or infoereg@justice.gov.za

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