

25 June 2021

Dear Customer.

Regarding: - Personal data on devices handed in for repair

We respect your privacy and take the protection of personal information very seriously. The Protection of Personal Information Act 4 of 2013 (POPIA) is South Africa's umbrella data protection law, which commenced on 1 July 2021. In terms of POPIA, personal information is any information about a living human being or an existing company, close corporation, or other juristic person, provided that someone could identify them. It includes both generic personal information, such as names, phone numbers, email and physical addresses and other kinds of identifying or contact information, and more sensitive personal information such as account numbers, special personal information (as defined by POPIA) and children's personal information about people younger than 18.

When you hand in devices that store data, to our Service Centres, you may be required to provide to us passwords for the device. This is so that we can effectively diagnose the problem by having full access to the unit.

Our staff are aware of the requirements of protecting personal information and agree in writing to not disclose personal and confidential personal information they may have access to and not to use it for any other purpose, however, in the interest of protecting personal information we suggest that: -

1. you ensure that all data files on any such devices are backed-up.
2. personal information is removed from the hard drive; and
3. on return of the device, that the password is changed.

It is always the customer's responsibility to ensure that all data files on any product are backed-up before the product is booked in for a repair.

The customer accordingly indemnifies Mustek and holds Mustek harmless from any loss, costs, damages or expense, of whatsoever nature, which the customer may suffer in respect of the loss or exposure of any data fail pursuant to the rendering by Mustek of the Services, to the extent that applicable law allows.

Please contact the Service Manager or email us at POPI@mustek.co.za if you have any questions or concerns.

Ayanda Mafu
Group Governance, Risk and Compliance Executive



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Board of Directors:
(Mustek Limited):

Rev Dr VC Mehana[■] (Chairman), DC Kan (Chief Executive Officer), CJ Coetzee (Financial Director), H Engelbrecht, RB Patmore*, S Thomas*
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[■] denotes Non-executive Director; * denotes Independent Non-executive Director ^o denotes - ISO 9001, ISO 14001 certified