

## **Stouf Communications Pty Ltd**

### **Introduction:**

Stouf was founded on the belief that mobile communication should be a collaborative conversation between clients and users. With over 20 years' experience, we have established ourselves as industry leaders by offering an ever-growing range of data communication solutions.

### **Who we are:**

Stouf Communications is actively fuelling the future of connectivity!

You can rely on our innovative technology to create easy access to everything from Bulk SMS and WhatsApp to USSD-powered Marketing Campaigns or Premium Rated Short codes.

We specialise in the development and sale of enterprise-wide mobile data solutions that are marketed both locally and internationally. We pride ourselves on our strong links to South African network operators, networks in Africa and various global networks.

If you work with us, you'll join an ever-expanding network of hundreds of happy customers and leading brands from all over the world, who are all able to connect with their audience on any mobile device.

### **The type of personal information we collect:**

We currently collect and process the following information, including but not limited to:

- Client names;
- Addresses;
- Email details;
- VAT Numbers;
- Company registration numbers;
- Cell phone numbers
- Id Numbers
- Bank details for cash competitions

### **How we get the personal information and what we use it for:**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Contractual obligations;
- Payment collection purposes;
- Competitions
- Entries into Short codes

We also receive personal information indirectly, from the following sources in the following scenarios:

- Third parties in terms of competitions/promotional competitions

We may share this information with:

- Banking Institutions;
- Auditors;
- Companies running the competition

**When will we process your personal information:**

In terms of Section 11 of the Protection of Personal Information Act (POPI), the justification ground which we base our processing on consist out of the following:

- The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent;
- The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
- The processing complies with an **obligation** imposed by law on the business;
- The processing protects a **legitimate** interest of the data subject;
- The processing is necessary for the proper performance of a **public law** duty by the business;  
Or
- The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.

**How we store your personal information:**

Your information is securely stored: on our servers and at our premises.

We keep your information according to our data retention policy. We will then dispose your information according to our data destruction policy.

**Your data protection rights:**

- You are entitled to access your personal data by sending a written request to [privacy@stouf.com](mailto:privacy@stouf.com). We may charge you a fee for this service.
- You may also request us to correct or supplement any of your personal data which we will undertake as soon as practicable.
- Request the destruction of your personal data. We will consider your request in light of any other laws or regulations prohibiting us from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [privacy@stouf.com](mailto:privacy@stouf.com) if you wish to make a request.

**Contact details:**

Name: Stouf Communications Pty Ltd

Address: 14 Esmaralda Crescent, Robindale Randburg, 2194

Phone Number: 0117829720

E-mail: [privacy@stouf.com](mailto:privacy@stouf.com)

**How to complain:**

If you have any concerns about our use of your personal information, you can make a complaint to us at [privacy@stouf.com](mailto:privacy@stouf.com).

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

**Their contact details are as follows:**

**The Information Regulator (South Africa)**

33 Hoofd Street

Forum III, 3rd Floor Braampark

P.O Box 31533

Braamfontein, Johannesburg, 2017

**Complaints** email: [POPIAcomplaints.IR@justice.gov.za](mailto:POPIAcomplaints.IR@justice.gov.za)