



Privacy Notice – Sasol Rewards Application

The Sasol Rewards App (“**Sasol App**”) is Sasol’s multi-channel app that allows Sasol customers to further benefit from Sasol service offerings. It also allows Sasol Rewards customers to have a more integrated and seamless experience on their Rewards journey (as a reminder, you may view further details on how we process your personal information for purposes of Sasol Rewards, [here](#)). We take your privacy seriously and would like to make you aware of how we use your personal information entrusted to us when you download, create and register a profile on the Sasol App. This notice will also provide you with details of how your personal information is processed if you are using a Huawei Software Technologies Co., Ltd (“**Huawei**”) device to download and use the Sasol App.

This notice will provide you with details of processing activities you can expect from us, how we will protect your personal information and your rights under applicable data protection laws such as the Protection of Personal Information Act (‘POPIA’). Please note, it is not intended that the Sasol App or Sasol Rewards be utilised by individuals below the age of eighteen (18) years of age (“**children**” or “**child**”), and we do not knowingly collect personal information relating to children. Where we discover that children have created a profile on the Sasol App and / or registered for Sasol Rewards, we will immediately deactivate that child’s account and delete their personal information. If you are not 18 years of age or older, please do not provide us with your personal information for purposes of Sasol Rewards or the Sasol App.

Personal information is any information that can be used to determine who you are as an individual (including juristic persons in South Africa), for example your name, your e-mail address, IP address and identity number.

Who is responsible for processing personal information and who is the Data Privacy Officer?

Sasol Oil Proprietary Limited (also referred to as “**Sasol, we, us, our**”), as part of the Sasol Limited Group of Companies (“**Sasol Group**”), is the responsible party relating to your personal information, meaning that we decide how we hold, use and secure your personal information.

Address: 50 Katherine Street, Sandton, South Africa, 2196.

For any enquiries, you can reach the Data Privacy Officer at privacy@sasol.com.

Which categories of personal information do we process?

Kindly note, whilst some of the personal information you provide may be voluntary (which we will clearly indicate), other types of personal information will be required in order for you to effectively use the Sasol App and in order for us to make the full functionality of the App available to you in accordance with this privacy notice. We will collect the below-mentioned types of personal information when you download and create a profile on the Sasol App, or register a profile via <https://www.app.sasolrewards.co.za>:

- Title (optional)
- Full name i.e., Name and Surname; (Mandatory)
- Mobile number; (Mandatory)
- e-mail address; (Mandatory)

- Mobile device geolocation; (optional unless using the station locator functionality)
- Images / photos / voice notes; (optional)
- Customer feedback and service rating (optional)

Please note, if you are using a Huawei device to download and use the Sasol App, then in order to make it possible for you to download and use the Sasol App on your Huawei device, Sasol must utilise the Huawei Software Development Kit (“**Huawei SDK**”).

As a Huawei device user and as part of Sasol’s utilisation of the Huawei SDK, please see the details below of the processing of your personal information:

Third-party SDK: HMS Core Push SDK

Provider: Huawei Software Technologies Co., Ltd.

Personal data to be collected: basic app information, in-app device identifier, device hardware information, basic system information, and system settings.

Purpose of use: To push messages and collect statistics on the success rate of calls to the Push SDK APIs.

For further details on how Huawei processes your personal information for purposes of the Huawei SDK, you may refer to the Huawei [SDK Privacy and Security Statement](#).

For what purposes and on what legal basis is personal information processed?

We will process, use and disclose the personal information referred to above for the following purposes:

- To adequately identify you and verify your identity when you create a profile on the Sasol App and on each occasion that you log into the Sasol App;
- To verify a user’s age based on their date of birth to ensure that such user is not a child;
- To register you for Sasol Rewards and process your personal information in accordance with our Sasol Rewards [Privacy Notice](#);
- For account fulfilment purposes;
- To tell you about exciting Sasol or Sasol partner product promotions and competitions which may interest you;
- Customer experience surveys and sentiment management;
- Customer service, compliments and complaints management;
- Entry of Sasol competitions and promotions

Consent to Sasol’s use of your personal data via the Sasol App

The processing of your personal information is based on your consent. By registering a profile on the Sasol App, you are consenting to the collection and processing of your personal information in accordance with this Privacy Notice.

You may withdraw your consent at any time. However, please note that this would require you to deactivate your profile / account and delete the Sasol App from your mobile device. In addition, where you are a Sasol Rewards member, this may potentially result in the permanent deletion of your personal information as well as Sasol Rewards profile and account, including your Sasol Rewards points (which would accordingly be forfeited). Accordingly, you will not be able to earn any additional Sasol Rewards points unless you obtain a new Sasol Rewards card and re-register for Sasol Rewards. Please note however, that you may use Sasol Rewards without the use of the Sasol App. Therefore, deletion of the Sasol App just means that you would not be able to enjoy Sasol Rewards via the Sasol App.

Direct Marketing preferences

If you are a Sasol Rewards member, Sasol may process your personal information for marketing purposes in accordance with the Sasol Rewards [privacy notice](#).

Furthermore, we may provide you with information on our products, services and competitions that we think you may be interested in. Certain advertisements or promotions may be tailored to you based on your preferences or your use of the Sasol App or any of our products and services.

Should you not wish to receive any direct marketing communications from us, please follow the relevant prompts in the electronic communications (e.g., SMS, email) to unsubscribe. Alternatively, you may update your marketing preferences at any time via the Sasol App or via <https://www.app.sasolrewards.co.za>, or where you specifically wish to unsubscribe from Sasol Rewards marketing communications, by visiting the Sasol Rewards website (www.sasolrewards.co.za) or by contacting the Sasol Rewards Contact Centre (031 001 5703).

Who obtains your personal information?

Within Sasol, your personal information will only be accessed by the individuals who need it in order to facilitate the purposes listed above.

We may have to share your personal information with specific third parties, including third-party service providers who are engaged to perform services on our behalf such as product or service delivery, project execution, technology, analytics and insights providers for the efficient management of the Sasol App. We may also share your personal data with our Sasol Rewards partners to enable you to take full advantage of their offerings. Furthermore, before disclosing personal information to any third party, we contractually mandate such third party to implement appropriate technical and organisational security measures to protect the personal information we disclose, to comply with applicable law and to process such personal information only for the purposes disclosed. We may also have to disclose your personal data with relevant regulatory bodies or law enforcement agencies as required by applicable law, and only insofar as required to fulfil our legal obligations.

Where reasonably possible, we first try to ensure that personal information is anonymised before disclosure. However, if this is not possible, we disclose only the minimum necessary personal information to fulfil the purposes listed above, in compliance with applicable data protection laws.

Sharing your personal information outside of South Africa

The sharing of your personal information may involve transferring and processing your information outside of South Africa.

In the event that we do transfer personal information outside of South Africa, we will ensure that it is afforded a similar degree of protection as that provided by POPIA. In this regard, we will transfer personal information to countries offering similar or better data protection and / or enter into appropriate binding agreements with any third-party recipient to incorporate such protections.

Please note, as a Huawei device user, when you download and use the Sasol App your personal information may be transferred to and processed in the People's Republic of China for the purposes of enabling the Huawei SDK and enabling Sasol App messages to be pushed to your Huawei device irrespective of your location. Please refer to the Huawei [SDK Privacy and Security Statement](#) for more details in this regard.

Which privacy rights can you assert as a data subject?

POPIA provides you with certain rights in relation to the processing of your personal information, including the right to request details on your personal information stored and processed by us, objecting to the processing of your personal information under certain circumstances, and requesting that your personal information be rectified (where inaccurate or incorrect) or deleted. If you do object, we will carefully assess your objection and if we disagree with it, we will provide you with our reasons and continue to process the relevant personal information.

To exercise or find out more about your privacy rights, kindly contact our Data Privacy Officer using the contact details above. You may also refer to our PAIA (Promotion of Access to Information Act) Manual at <https://www.sasol.com/promotion-access-information-act-manual>.

Security Safeguards

We have implemented appropriate and reasonable, technical and organisational measures to prevent loss of, damage to, unauthorised use, processing or destruction of, and unlawful access to, your personal information.

Where can you complain?

If you believe that Sasol is using your personal information contrary to POPIA, please contact our Data Privacy Officer mentioned above. If you are not satisfied with the outcome, then you have the right to submit a complaint to the Information Regulator of South Africa using the following details below:

Tel: 010 023 5200

Email: POPIAComplaints@inforegulator.org.za

How long is your personal information stored?

We will securely and permanently delete your personal information in accordance with our relevant legal, regulatory and reporting as well as legitimate operational requirements. Therefore, we will only retain your personal information, for as long as it is necessary to fulfil the purposes for which we collected it or where we are legally entitled to do so.

If you have registered for Sasol Rewards, your personal data will be retained / deleted in accordance with our Sasol Rewards [privacy notice](#).

Last review and update: 10 May 2024

Sasol Oil Proprietary Limited

Approval

<u>Name</u>	<u>Role</u>	<u>Signature</u>
Ashika Singh	Product Owner	
Frans Maluleke	Snr Marketing Manager	
Goolam Hassen	IM Specialist	
Mohamed Moosa	Data Privacy Specialist	
Heidi Sauls	Legal Advisor	
Makhosazana Thabethe	Manager Communications	
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