CONSENT AND ACKNOWLEDGMENTS IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT NO 4 OF 2013 (POPIA)

Introduction

The Protection of Personal Information Act (POPIA) aims to give effect to the constitutional right to privacy by balancing the right to privacy against that of access to information. The POPI Act requires that personal information pertaining to individuals be processed lawfully and in a reasonable manner that does not infringe on the right to privacy.

This privacy statement sets out how personal information of data subjects will be processed by Cape Town Helicopters (Pty) Ltd and its affiliates (hereafter referred to as "Cape Town Helicopters"), whether you are a shareholder, board member, employee, contractor, client, service provider, visitor or any other capacity that deserves recognition of your rights. The use of the words "the party" for the purposes of this document shall be a reference to any party dealing or communicating with Cape Town Helicopters and/or concluding any agreement, whether of employment, of service provider or client, or in any other legal capacity, with the inclusion of each party referred to or included in terms of such exchange or agreement.

Processing of personal information

Should you be a Cape Town Helicopters contractor or employee, we may process personal information about you related to names and surnames, gender, marital status, nationality, health, disability, well-being or medical history, identity number, colour, race or ethnic group, qualifications, pilot license numbers, pilot ID numbers, email address, physical address, telephone numbers, employment history, language, culture, criminal history, financial history and account numbers. The purpose of processing such personal information about you is to communicate directly with you, to give effect to the contract with you whether as contractor or as employee, to protect your legitimate interests through such performance and to comply with relevant statutory provisions.

Should you be a client purchasing products and/or services from Cape Town Helicopters, we may process personal information about you related to names, surnames, nationality, email address, physical address, telephone number and account numbers. The purpose of processing such personal information about you is to communicate directly with you to perform upon the agreement concluded between yourself and Cape Town Helicopters, to protect your legitimate interests through such performance and to comply with relevant statutory provisions, whether for local or foreign jurisdictions. Should you be a citizen of a foreign jurisdiction, and should you be concerned about your privacy, Cape Town Helicopters specifically invites you to establish contact with our Information Officer at popi@indevaldi.co.za.

Should you serve in any other capacity, Cape Town Helicopters will only collect personal information to the extent required by law for purposes of giving effect to the relationship with you.

We only collect information for the purposes as stated above. As part of the processing of personal information about you, Cape Town Helicopters will collect such information from you, through your status as contractor, employee, client, business relation, or otherwise. It may also collect such information from statutory institutions such as the Companies and Intellectual Property Commission (CIPC), the South African Revenue Service (SARS), from a relevant public or equivalent entity, or from its own records related to previous services provided to you. As part of the processing of personal information about you, Cape Town Helicopters may also disclose such personal information to

statutory institutions such as the CIPC, SARS, relevant public or equivalent entities on whose behalf Cape Town Helicopters may act as intermediary, or other third parties agreed to in writing with you.

Specifically, insofar it concerns marketing designs, Cape Town Helicopters may in future direct communications at you whether about new or special offerings and you are requested to carefully consider this specific aspect of this privacy statement. It remains your right to opt out at will from receiving marketing communications from Cape Town Helicopters through following the unsubscribe instructions contained in the marketing communication, or by sending a clear message in this regard to the Cape Town Helicopters Information Officer at popi@indevaldi.co.za.

We do not sell, trade, or rent personal information to third parties. We may share generic aggregated demographic information not linked to any personal identification information about data subjects with our business partners, trusted affiliates and advertisers for the purposes outlined above. We may also use third party service providers to help us operate our business and our website or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

Principles for protection of personal information

Cape Town Helicopters at all times apply the following principles and practices in protecting your privacy:

Lawfulness, fairness, and transparency:

- We only process personal information lawfully, fairly, and transparently.
- Through this statement and from time to time through appropriate media platforms or should the need arise through personal contact we clearly communicate to clients how their personal information will be used.

Purpose limitation:

- We only collect and process personal information for specified, explicit, and legitimate purposes.
- We do not use the personal information for purposes incompatible with those for which it was collected.

Personal information minimization:

- We collect only personal information that is necessary for the intended purpose.
- We avoid collecting excessive or irrelevant information.

Accuracy:

- We ensure that the personal information we hold is accurate and up-to-date.
- We take reasonable steps to rectify or erase inaccurate personal information.

Storage limitation:

- We retain personal information only for as long as is lawful and necessary for the purposes for which it was collected.

Integrity and confidentiality (security):

- We implement appropriate technical and organizational measures to ensure the security of personal information.
- We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored in our records.
- Sensitive and personal data exchange between ourselves and our data subjects happens over an SSL secured communication channel and is encrypted and protected with digital signatures.

Accountability:

- Upon express request we demonstrate our willingness and readiness to comply with foreign data protection principles and requirements.
- We maintain records of processing activities and have appointed an Information Officer.

Personal information rights:

- We respect the rights of personal information subjects, including the right to access, rectify, erase, or port their personal information.
- We provide mechanisms for personal information subjects to exercise their rights.

International transfers:

- If transferring personal information outside our borders, we ensure that adequate safeguards are in place, at the minimum at the same or better safety standard than our own verified standards.
- Should a client or third party on behalf of a client request a particular and specified agreement towards protection of its privacy, the use of an agreement or other legal mechanisms can be considered.

Consent:

- We always obtain valid consent through this statement and other means before processing personal information, particularly also for sensitive personal information.
- We ensure that the consent process is clear, unambiguous, and easily revocable.

Consent request and permission to process personal information

Through reading this statement you are explicitly requested to resolve whether you consent to Cape Town Helicopters processing your personal information. Should you refuse consent to Cape Town Helicopters processing your personal information, please do so expressly at popi@indevaldi.co.za. You understand that withholding consent or failure to disclose personal information will result in Cape Town Helicopters being unable to perform its functions and/or any services or benefits you may require from Cape Town Helicopters. You also indemnify and hold Cape Town Helicopters harmless in respect of any claims against Cape Town Helicopters by any other person on whose behalf you have consented should they claim that you were not so authorized. You furthermore understand that in terms of the POPI Act and other laws of the country, there are instances where your express consent is not necessary in order to permit the processing of personal information, which may be related to delivering the services contracted, police investigations, litigation or when personal information is publicly available. You will not hold Cape Town Helicopters responsible for any improper or unauthorized use of personal information that is beyond its reasonable control. *Should you not respond to this request, your consent for Cape Town Helicopters to process your personal information is implied.*

Consent for processing of personal information for children

POPIA requires specific provisions for processing the personal information of children, recognizing their vulnerability and the need for additional safeguards. In compliance with POPIA, Cape Town Helicopters ensures that the processing of personal information for children is conducted with the utmost care and only with explicit consent from a parent or legal guardian. This consent is necessary to collect, use, and share the child's personal information for the purposes outlined in our privacy statement. We emphasize that such information will be processed lawfully, fairly, and transparently, ensuring that it is used solely for legitimate purposes. Parents and guardians are encouraged to review this privacy statement thoroughly and provide consent only if they agree with the terms. They have the right to withdraw consent at any time, understanding that this may impact the services provided. For any concerns or further information, please contact our Information Officer at popi@indevaldi.co.za.

Your rights regarding the processing of personal information

You may withdraw consent to the processing of personal information at any time, and should you wish to do so, you must provide Cape Town Helicopters with reasonable notice to this effect. Please note that withdrawal of consent is still subject to the terms and conditions of any contract that is in place between yourself and Cape Town Helicopters. Should the withdrawal of consent result in the interference of legal obligations, then such withdrawal will only be effective if Cape Town Helicopters agrees to same in writing. Cape Town Helicopters specifically draws to the attention the fact that the withdrawal of consent may result in it being unable to provide the requested information and/or products and/or services and/or other benefits. Further, please note that the revocation of consent is not retroactive and will not affect disclosures of personal information that have already been made. In order to withdraw consent, please contact the Cape Town Helicopters Information Officer at popi@indevaldi.co.za

Where personal information has changed in any respect, you are encouraged to notify Cape Town Helicopters so that its records may be updated. Cape Town Helicopters will largely rely on you to ensure that personal information is correct and accurate.

Insofar it concerns direct marketing communications, you are again reminded that you can ask us not to send you these at any time through following the unsubscribe instructions contained in the marketing communication, or by sending a clear message in this regard to the Cape Town Helicopters Information Officer at popi@indevaldi.co.za.

You have the right to access your personal information that Cape Town Helicopters may have in its possession, and you are entitled to request the identity of which third parties have received and/or processed personal information for the purposes agreed to. Please note however, that any request in this regard may be declined if:

- The information comes under legal privilege in the course of litigation;
- The disclosure of personal information in the form that it is processed may result in the disclosure of confidential information;
- Giving access may cause a third party to refuse to provide similar information to Cape Town Helicopters;
- The information as it is disclosed may result in the disclosure of another person's information,
- The information contains an opinion about another person and that person has not consented; or
- The disclosure is prohibited by law.

Requesting access and lodging of complaints

Please submit any requests for access to your personal information in writing to the Cape Town Helicopters Information Officer at popi@indevaldi.co.za. With any request for access to personal information, Cape Town Helicopters will require you to provide personal information in order to verify identification and therefore the right to access the information. There may be a reasonable charge for providing copies of the information requested.

Changes to this privacy policy

Cape Town Helicopters has the discretion to update this privacy statement at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect.

You acknowledge and agree that it is your responsibility to review this privacy statement periodically and become aware of modifications.