



▶ Group Finance

Data protection

Dear Supplier

We are introducing a quarterly newsletter in which we will share information on top-of-mind matters. We hope that you find these letters useful and that it strengthens our relationship with you. Please feel free to send any comments or questions to shirazs@nedbank.co.za. If there are topics that you would like us to address, do not hesitate to let us know.

In our first edition we have included an article on data protection.

Cyber security and privacy from a supplier point of view

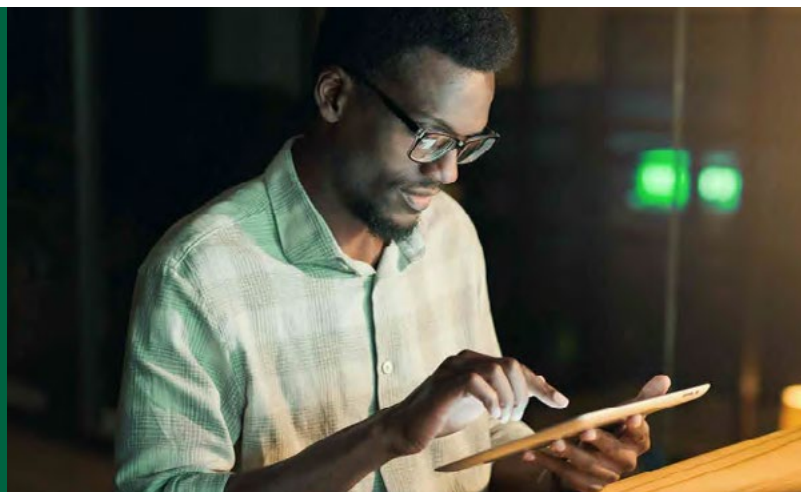
As we continue our journey towards a more fully digital environment, the risk of exposing confidential information increases exponentially for both the Nedbank Group (Nedbank) and our valued suppliers. This means that we jointly must do everything possible to safeguard our information. Nedbank has put in place certain essential mechanisms, standards, and obligations that must be adhered to in order to meet and exceed its responsibilities as a good corporate citizen and protect employee, client, and other confidential information.

Confidential information is information or data of any kind, whether tangible (in writing) or intangible (oral), in any format or medium, that comes to a supplier's knowledge by any means whatsoever, which:

- by its nature or content is or should reasonably be identifiable as confidential and or proprietary to Nedbank or a third party associated with Nedbank; or
- Nedbank, or a person acting on our behalf, provides or discloses in confidence.

Without any limitation, confidential information is information that:

- relates to Nedbank's business activities, business relationships, products, services, processes, data, and employees, including agreements to which Nedbank is a party;
- is contained in or constitutes or relates to Nedbank's technology and telecommunications systems, including third-party hardware and software, and associated material, and information or incidents concerning faults or defects in a system;
- concerns Nedbank's technical, scientific, commercial, financial and market information, methodologies, formulae; and trade secrets;



- contains Nedbank's architectural information, demonstrations, plans, designs, drawings, processes, process maps, functional and technical requirements and specifications and the data relating thereto;
- sets out intellectual property that is proprietary to Nedbank or that is proprietary to a third party; relates to Nedbank's current and existing strategic objectives, strategy documents and plans; for both its existing and future information technology, processing, business processing and business process outsourcing; and
- relates to personal information as defined by the regulations and your contract with Nedbank.

For clarity, parties in a business relationship, for example, Nedbank and its suppliers, are defined as follows:

- A responsible party is a public or private body or any other person which, alone or with others, determines the purpose of and means for processing personal information.
- An operator is a person who processes personal information for a responsible party in terms of a contract or mandate, without coming under the direct authority of the responsible party.

In most, if not all cases, Nedbank is a responsible party and you, as a supplier and your possible sub-contractors are operators. Note that the supplier remains accountable even if it makes use of sub-contractors. It is important that Nedbank provide written consent if you use sub-contractors.

We strongly urge you to become fully familiar with the obligations imposed by the regulations and your contract with Nedbank. An example of a contract can be accessed here: [Click Here](#)

If you believe that you are not compliant with any of the requirements, or require further information or clarity, we urge you to contact Nedbank immediately.



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