

Certra (Pty) Ltd

Privacy Statement

V5.0 – December 2025



CERTRA
BE SURE

Privacy Statement

Certra (Pty) Ltd (hereafter “Certra”) respects your right of privacy and your right to control your personal data. We understand that by using the services, you trust us with your data and we take the responsibility to safeguard and appropriately handle such data, seriously.

This policy is meant to help you understand what data we collect, what it’s used for and the controls you have to delete your personal information.

Who this policy applies to:

This policy applies to you if you are a client of Certra, or any other user of Certra services (such as a client employee or transactional counterparty of a client).

When you use the services, we may get access to the following:

You, your employees or your counterparty’s

- login credentials,
- corporate/personal identifiers, location and contact information,
- corporate/personal email records, where correspondence will most likely include your or your counterparty’s bank details which need verification.

These data items are required to ensure that we effectively deliver the services to you and your counterparty.

Apart from delivering the Services, we will only ever use data collected from you or your counterparties to:

- Maintain our service
- To support continuous technology and user experience improvement, adapting to safeguard against attacker behaviour changes
- Develop new Services
- Measure our performance
- Communicate with you

We will not share data with ANY third parties unless in circumstances where:

- We have selected trusted third parties to assist with processing that data such as checking if your email senders are known bad actors on the dark web or confirming your bank details with those held by for example, BankServ,
- We are legally compelled to share such information with law enforcement, a judicial body of any regulator,
- We need to enforce applicable End User Licence Agreements, including investigation of potential violations,
- We take action to detect, prevent, or otherwise address fraud, security, or technical issues, and where
- We take action to protect against harm to the rights, property or safety of BlckRhino Technologies (Pty) Ltd, our users, or the public.

Controls you have to delete your personal information:

To initiate an instruction to delete your personal records, please take the following steps:

1. If you are a client and you are terminating your contract, please email help@certra.co.za to request the deletion of your account and its associated personal information records
2. If you are a counterparty to a client, please email your counterparty to notify us of your request to delete your personal record.

We encourage you to read our Data Protection Policy below:

We are in the business of keeping assets safe so we build our products with a mindset to create a secure and protected cyber security environment. Our Data Protection Policy is supported by procedures and standards that are based on best practice. We review our information collection, storage, and processing practices, including physical security measures, to prevent unauthorized access to our systems and adapt these to the ever-changing threat landscape.

We restrict access to personal information to BlckRhino employees, contractors, and agents who need that information in order to process it. Anyone with this access is subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.

You may contact our information officer at help@certra.co.za with queries that you may have relating to your personal data and we will respond to you promptly.