



ALTGEN PRIVACY POLICY

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AltGen takes your privacy very seriously and is acutely aware of the trust that is placed in us by both candidates and clients with us being privy to candidate's personal details including work history and other sensitive information, as well as client's confidential employment plans and corporate strategies.

ALTGEN PROCESSES

As AltGen, we are guided by and adhere to the General Data Protection Regulations of the EU and the POPI Act (Act No. 4 of 2013).

1. We do not print or otherwise retain any physical records on any of our candidate's or client's information.
2. Our systems are cloud-based with secure user-only access.
3. AltGen employees receive training on the confidentiality legislation of the various jurisdictions within which they operate.
4. Each staff member of AltGen is required to sign a "*Confidentiality of Information Addendum*" detailing the necessary legislative requirements as an integrated part of their employment contracts.
5. Our "*Terms and Conditions of Business*", signed by every client, have a confidentiality clause attached, and refer to the necessary legislative requirements.
6. All AltGen CV's and Video Interviews and other email correspondence are emailed with a legal reference to confidentiality.

ALTGEN TOOLS

AltGen's communication tool is Microsoft Office 365 (MS365). MS365 has the best available encryption and access is password protected and monitored by AltGen Administrators.

The AltGen Applicant Tracking System (ATS) and Customer Relationship Management (CRM) tool, is an internally developed system called the "AltGen Talent Exchange". The CRM is located on secure servers by well-known hoster Xneelo. Xneelo provide excellent physical and virtual security with generator, UPS and battery back up and several layers of server protection, details of which can be found here: [Xneelo](#)

Laptops use Windows Firewall and AV threat protection, and are only used as Clients to the CRM.

CONCLUSION

No client or candidate information may be used, stored, or disseminated without the candidates or client's direct consent and the legal penalties for the unauthorized dissemination of information are severe. As a consequence, we remind both candidates and clients on a continuous basis through all our media and communication channels, of the importance of keeping all information confidential, in compliance with the relevant legislation within the territories that AltGen operates, including the EU GDPR.

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