

PRIVACY NOTICE - THE PROTECTION OF PERSONAL INFORMATION ACT (POPIA)

Your privacy is important to us. We strive to ensure that our use of your personal information or data is lawful, reasonable, and relevant to our business activities, with the goal of improving our services and your experience.

For us to provide you with financial/credit products and services we need to collect, use, share and store personal and financial information about you, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”). This privacy notice aims, among other things, to inform you about how Manati Alternate Student Funding undertakes to keep your personal information secure when providing you with financial/credit products and services. This information includes information you share with us, information that we gather during the course of our relationship with you as client, as well as information about your marketing preferences. This notice also sets out your rights and how you may protect them.

What personal information do we collect and how?

Personal information is data that can be used to identify you. This information includes, but is not limited to names, ages, identity numbers, registration numbers, addresses and other contact details, income and payments records, financial information and banking details.

We collect your personal information in the following ways:

- » Directly from you when you complete a loan application form, whether electronically or on hard copy.
- » Indirectly from you when you interact with us electronically. When you are browsing our website, we may collect information from you, such as your internet address and server logs. All personal information is stored according to internationally accepted information security practices.
- » Directly from other sources, such as public databases, data aggregators and third parties, as well as other financial institutions, credit bureaus, fraud prevention agencies; or indirectly through your interactions with third parties.

How do we use your information?

We may, with your permission or consent if required, use personal information we collected in a number of ways, for example:

- » To identify you.
- » To provide you with financial/credit products and services.
- » To assess your creditworthiness.
- » To detect and prevent fraud and crime.
- » To detect and prevent money laundering.
- » For audits and debt collection purposes.
- » For statistical analysis.
- » To meet our obligations under an agreement with you.
- » To comply with legislative requirements.

We may record and monitor any communications between you and us and use these recordings to verify your instructions to us, to analyse, assess and improve our services to clients, and for training and quality purposes.

We will not sell your information to third parties and will only market to you in accordance with our legal obligations and your loan agreement with us.

We may communicate with you by post, phone, SMS, email, WhatsApp and other electronic media, including our mobile loan application services, about products that may be of interest to you or about your loan agreement terms with us. You may ask us to stop or start sending you marketing messages by informing us in writing, call centres or website.

It is your right to refuse to provide personal information, but you must keep in mind that this refusal may limit our ability to provide the required financial/credit services to you. It is important to note that Manati Alternate Student Funding will only collect information from you that is necessary and relevant to the service or product to be provided.

No information will be collected without your prior consent or as prescribed by law. We will not use information collected about you for marketing purposes you have not consented to.

Should we make use of third-party data providers, we will ensure that such providers have obtained the required consent to share the information with Manati Alternate Student Funding.

To whom will we disclose your information?

We will disclose your personal information to third parties only under the following circumstances:

- » We have your consent to do so.
- » We are required to do so by law.
- » It is necessary to protect our legitimate interest, your legitimate interest or the legitimate interest of a third party to whom the information is supplied.
- » It is in the public interest to do so.
- » We have to meet tax reporting requirements.
- » We are ordered to do so by a court of law.

Protecting Manati Alternate Student Funding's interests may sometimes require the disclosure of specific client information to third parties, for example if payment failed due to insufficient funds in an account. Where required to protect the public interest, information regarding a client's debt may be disclosed to credit bureaus or debt collection agencies.

When sharing your information with recipients in other jurisdictions, we will ensure that they adhere to similar privacy protection requirements as we do – either by law or by legal agreement.

Consent

By utilising the Manati Alternate Student Funding website and/or online loan application form, you agree and consent to the transfer of your personal data and information and to be bound by the provisions of this Privacy Notice.

Security

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

Retention

We will retain your information only for as long as we need it, given the purpose for which it was collected, or as required by law (including tax legislation) and any other statutory obligations. Your information may be retained for varying periods from the end of our relationship, depending on regulatory requirements. We will take all reasonable steps to destroy or de-identify the personal information that we hold when it is no longer required.

Third-Party Sites

Should Manati Alternate Student Funding's website or online application contain any link to sites that belong to third parties, Manati Alternate Student Funding will not be responsible whatsoever for any use of your personal information on such sites.

Trans-border Information Flow

Manati Alternate Student Funding makes use of third-party vendors based inside and outside of South Africa. Such vendors will subscribe to similar or better Protection of Information flow than POPIA.

Insofar as the order, onboarding, delivery and support, Manati Alternate Student Funding will ensure third parties will be addressed and the "Third-Party Sites" clause above will apply. Compliance per section 72 will be achieved through the use of the necessary contractual commitments from the relevant third parties.

Amendments to the Privacy Notice

Manati Alternate Student Funding reserves the right, in its sole discretion, to amend this Privacy Policy which is displayed on our website. It is the User's responsibility to ensure it is acquainted with the latest terms of the Privacy Notice as displayed on our website.

Cookies

We sometimes make use of cookies to personalise your repeat visits to our website and online loan applications. Cookies are very small text files that may be stored on your computer or mobile device when you visit a website, enable images or click on a link in an email.

We use cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website to meet your needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

How you can access and update your personal information

Should you wish to verify the information we have about you or request an update or amendment of such information, you may:

- » Call us on 0105945398
- » Email us at info@manati.co.za

About Us

Manati Alternate Student Funding (Reg. No. 2015/235473/07) is a registered Credit Provider (NCR CP8052). We provide innovative funding solutions for a vast majority of prospective university and college students that wish to study at higher education institutions across South Africa, but are unable to do so because they cannot afford it or cannot secure financing.

This information was extracted from the Manati website (<https://manati.co.za/frequently-asked-questions-2/>) on 11 May 2026.

