

Notification of security compromise as per section 22 of the Protection of Personal Information Act, 4 of 2013 ("POPIA")

29 November 2024

Dear Moove Motion Fitness Club Member

In early September 2024, during the transfer of new member data for our Walmer facility, our information systems flagged a warning bringing to our attention that Walmer members had been incorrectly ascribed authority to be able to view other members read-only personal details. This matter received immediate attention, and through the diligent efforts of our team members this error was rectified within a short period of 2 hours. This notice serves to inform you that certain personal information that was provided to us during the course of your relationship with Moove may have been exposed during this event.

At Moove, we take the privacy and security of our stakeholders' data seriously, and we have taken considerable measures to ensure the safety and integrity of our stakeholder information. We believe there is limited risk to data subjects in relation to the information that may have been accessed, however, we will continue to monitor the situation.

We apologise for any inconvenience caused and assure you that every reasonable step is taken to ensure that all Moove systems and platforms are safe and protected from unauthorised and/or unlawful access.

Potential information that might have been accessed

For individuals, the data may include, where applicable, personal details such as your name, identity number, email addresses, phone numbers and emergency contact details.

Steps that have been taken since the incident occurred

As soon as we became aware of the error, we implemented measures and the Itensity application for Walmer members who had been incorrectly authorised to potentially access your read-only personal information was subsequently shut down, and the error rectified. This occurred over a 2-hour period.

This breach has been rectified, but we remain vigilant and are closely monitoring all systems to ensure there is no repeat of this error occurring in the future. To minimise the chances of similar incidents occurring in the future, we are overseeing the security of our network, systems and data.

Moove is committed to continuous improvement and will continue to evaluate and implement additional available steps to further refine the security of our environment.

We have notified the South African Information Regulator.

Potential use of the information

Please be aware that access to personal information can create a heightened risk of criminals attempting to impersonate you or trick you into disclosing further information about yourself or your organisation. This could potentially be used by third parties in various ways to commit fraudulent scams, digital profile hacks, identity theft or to intercept your communications.

Precautionary steps that can be taken

As a precaution, we advise following these security guidelines as good practice to protect yourself:

- To mitigate against the risk of fraud, you can place a fraud alert on your credit report at any of the major credit bureaus
- You can register for a free Protective Registration listing with Southern Africa Fraud Prevention Service to help protect you against the risks of compromised identity information at:

https://www.safps.org.za/Home/OurServices_ApplyProtectiveRegistration)

- Remain vigilant against any suspected unauthorised use of your personal information
- Be cautious of any unsolicited communications that ask for your personal information or that refer you to a web page asking for personal information: fraudsters often pose as officials from trusted authorities like the police or banks
- Change your passwords regularly, do not use the same password for business and private activities and never share these with anyone else
- Avoid clicking on links or downloading attachments from suspicious emails
- Make sure your cyber training, particularly regarding malicious attacks (phishing etc.) is up to date

If you have any questions or require further assistance, please log a ticket at customer care selecting POPI enquiry on www.moovemfc.co.za or call or whats app +27 84 466 3030

Yours sincerely

Vasili Michaelides