Applicant Privacy Notice

What we do with your personal information when you apply for a role

TRUST FRAMEWORK PUBLICATION TC-LEG-005

Last updated: August 2026 | Applies to all job applicants and candidates

1. DOCUMENT CONTROL

Document Title	Applicant Privacy Notice
Document Number	TC-LEG-005
Document Owner	Craig Cloete, Information Officer
Responsible Entities	Terracloud Technologies CC (South Africa) Terracloud Technology GmbH (Germany) Terracloud Technology Ltd (United Kingdom)
Document Classification	Public
Version	1.0
Effective Date	August 2026
Next Review Date	August 2027
Approved By	Craig Cloete, Information Officer

2. REVISION HISTORY

Version	Date	Summary of Changes	Author
1.0	Aug 2026	First issue as TC-LEG-005 within the Terracloud Trust Framework. Original document; no prior version exists.	Craig Cloete

Who is collecting your information?

Terracloud Technology (registration number 2011/083806/23) acts as the responsible party/data controller for personal information collected during recruitment. Our Information Officer is Craig Cloete (privacy@terracloud.technology).

What information we collect

During the application and recruitment process, we may collect:

- Contact details (name, email address, telephone number, postal address)
- CV, cover letter, and work history
- Qualifications, certifications, and professional memberships
- References and referee contact details (with your prior knowledge)
- Identity documentation where required for verification
- Information you volunteer during interviews or assessments
- Notes and assessments made by interviewers

We do not request or process special personal information (such as race, religion, health, or sexual orientation) during recruitment unless strictly required by law and with your explicit consent.

Why we process your information

We process applicant personal information to:

- Assess your suitability for the advertised role
- Communicate with you about your application and its progress
- Conduct reference and qualification checks (with your consent)
- Meet our legal obligations as an employer

Legal basis: processing is necessary for the purposes of entering into an employment contract (GDPR Art.6(1)(b)), to comply with legal obligations (Art.6(1)(c)), and based on our legitimate interest in identifying suitable candidates (Art.6(1)(f)). Under POPIA, we rely on processing necessity for a contract and legitimate interest.

How long we keep your information

If your application is unsuccessful, we will retain your personal information for 12 months from the date of the final decision. This allows us to consider you for future roles that may become available, if you have consented to this. After 12 months, your information will be securely deleted.

If your application is successful, your information will be transferred to your employee record and retained in accordance with our employee data retention policy.

Who we share your information with

We do not sell applicant personal information. We may share it with:

- Recruitment platforms or job boards through which you applied
- Reference providers (with your prior knowledge)
- Our IT service providers who process data on our behalf under data processing agreements

All third-party processors are required to maintain appropriate security and confidentiality and may not use your information for their own purposes.

Cross-border processing

Terracloud Technology operates across South Africa, Germany, and the United Kingdom. Your application may be reviewed by staff in any of these jurisdictions. Appropriate safeguards are in place for all cross-border transfers, including Standard Contractual Clauses for EU/UK transfers and contractual protections under POPIA s.72 for South African transfers.

Your rights

You have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your information (subject to legal retention obligations)
- Object to processing based on legitimate interest
- Withdraw consent at any time (where processing is consent-based)

To exercise any of these rights, email privacy@terracloud.technology with the subject line "Data Subject Request — Applicant".

Complaints

If you believe your rights have not been respected, you may lodge a complaint with:

- South Africa: Information Regulator — inforeg.org.za
- Germany / EU: Federal Commissioner for Data Protection (BfDI) — bfdi.bund.de
- United Kingdom: Information Commissioner's Office (ICO) — ico.org.uk

Questions

For any questions about how we handle your personal information during recruitment, contact Craig Cloete, Information Officer, at privacy@terracloud.technology.