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GBS CHATBOT PRIVACY NOTICE NOTICE — OPENING SHORT-FORM NOTICE

Displayed as the chatbot's first message, before the user types anything. Required on every new session.

Before You Start — Important Privacy Notice

This chatbot is powered by **Global Business Solutions (GBS)**.

DE-IDENTIFICATION — PRIMARY RISK CONTROL

GBS recommends the use of Copilot and other approved de-identification tools (together, the "DeIdentification Tools") to all users of GBS AI tools and chatbot services. Use of one or more of the DeIdentification Tools to deidentify, anonymise, or remove personal or confidential information **before** submitting any query or data to any GBS platform is strongly required. Where any user fails to take reasonable steps to remove personal information or confidential information or, fails to qualitycheck the output of these and other tools, or submits personal or confidential information to any GBS platform without prior scrubbing, GBS is fully and unconditionally indemnified against any and all liability of any nature whatsoever, whether arising now or in the future, in connection with such processing.

This indemnity does not derogate from GBS's commitment to bestpractice POPIA compliance as Operator.

This PIIA is maintained to document that commitment — assessing the nature, extent, safeguards, and pertinent information relevant to GBS's role as Operator in the context of users of the SaaS AI platforms and bots it deploys.

Users may use Copilot or other approved de-identification tools to deidentify or anonymise personal or confidential information prior to using our platforms.

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