

## **PRIVACY POLICY**

This privacy policy sets out how this website uses and protects any information that you give when you use this, or any related websites managed or maintained by and on behalf of us.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

We receive various types of information (“Information”) from Users who access the Website, including personal information as detailed in the Promotion of Access to Information Act (“PAIA”), Act 2 of 2000, and as detailed in section 1 of ECTA (“Personal Information”) and Protection of Personal Information Act (“POPIA”).

We may electronically collect, store and use Personal Information, including (name, contact details, surfing patterns, email, IP address).

### **1. WHAT WE COLLECT**

- 1.1. As a minimum, we require the following information in order for you to register for an account:
- A valid E-mail Address
  - A Password
  - Payment method details

### **2. WHAT WE DO WITH THE INFORMATION WE GATHER**

The information that we collect and store relating to you is primarily used to enable us to provide our services to you.

However, we may also use your information:

- For internal record keeping.
- For information to improve our products and services.

We will not provide your details to any third parties for marketing purposes, without your prior consent.

### **Storing Your Personal Data**

We may transfer data that we collect from you to locations outside of the South African Economic Area for processing and storing. Also, it may be processed by staff operating outside the South African Economic Area who work for us. For example, such staff maybe engaged in the processing and concluding of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will

take all reasonable steps to make sure that your data is treated securely and in agreement with this Privacy Policy.

Data that is provided to us is stored on our secure servers.

## **Security**

We are committed to ensuring that your information is secure. In order 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 online.

The transmission of information via the internet is not completely secure and therefore we cannot guarantee the security of data sent to us electronically and transmission of such data is therefore entirely at your own risk.

It is possible for Internet-based communications to be intercepted, without the use of encryption, the Internet is not a secure medium and privacy cannot be ensured. Internet e-mail is vulnerable to interception and forging. We will not be responsible for any damages you or any third party may suffer as a result of the transmission of confidential or disclosed information that you make to us through the Internet, or that you expressly or implicitly authorise us to make, or for any errors or any changes made to any transmitted information.

Where we have given you (or where you have chosen) a password so that you can access certain parts of our site, you are responsible for keeping this password confidential.

## **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer 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.

## **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

- when registering your account with us, you may choose to opt out of any direct marketing related email communications.
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to us
- if you wish to cancel your account at any time and would like us to delete your records, please contact us in writing.

## **Disclosing Your Information**

Where applicable, we may disclose your personal information to any member of our group. This includes, where applicable, our subsidiaries, holding company(s) and its other subsidiaries (if applicable).

We may also disclose your personal information to third parties:

- Where we sell any or all of our business and/or our assets to a third party.
- Where we are legally required to disclose your information.
- To assist fraud protection and minimise credit risk. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

Subject to the Regulation of Interception of Communications Act ("RIC"), Act 70 of 2002, the User agrees that the Provider may intercept, block, read, delete, disclose and use all communications sent or otherwise communicated to the Provider, its employees, directors and agents. User agrees that his or her consent satisfies the requirements of ECTA and RIC for consent in "writing" as defined.

If you believe that any personal information we are holding in relation to you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.