



## Privacy Policy

This policy should be read in conjunction with the POPI Manual and PAIA Manual.

### Audience

This policy applies to clients/people who have subscribed to the services the Firm/Company offer, and any or all visitors to our website. The Firm/Company recognises the importance of protecting your privacy in respect of your Personal Information (as defined in the Protection of Personal Information Act, No. 4 of 2013) collected by us when you make use of our services.

### Purpose of this policy

The Firm/Company respects your privacy and takes the protection of personal information very seriously. The purpose of this policy is to describe the way the Firm/Company collects, stores, uses and protects information that can be associated with a specific natural or juristic person and can be used to identify that person ("personal information").

Personal information includes:

- certain information collected on registration for our services; and
- optional information that you voluntarily provide to us.

Personal information excludes:

- information that has been made anonymous so that it does not identify a specific person;
- permanently de-identified information that does not relate or cannot be traced back to you specifically;
- non-personal statistical information collected and compiled by us and information that you have provided voluntarily in an open, public environment or forum including (without limitation) any blog, chat room, community, classifieds or

discussion board. Because the information has been disclosed in a public forum, it is no longer confidential and does not constitute personal information subject to protection under this policy.

## **Collection**

Once you register for / make use of our services, you will no longer be anonymous to us as you will provide us with personal information that the Firm/Company requires to conduct our services. This personal information will include (if applicable), but not be limited, to:

- Name, surname, identity number, company name, company registration number, VAT number
- Physical address, postal address, email address, telephone number, postal code
- Next of kin information, medical information etc.

In order to provide services to you, you will be asked to provide us with additional information on a voluntary basis known as "Service information". You may also provide additional information on a voluntary basis ("optional information"). This includes any information you provide to us emanating from any promotions, responses to surveys, registration and subscriptions for certain additional services, or otherwise use of any optional services the Firm/Company provides.

The Firm/Company automatically receives and records Internet usage information on our hosting company's server logs from your browser, such as your internet protocol address ("IP Address"), browsing habits, click patterns, version of software installed, system type, screen resolutions, colour capabilities, plug-ins, language settings, cookie preferences, search engine keywords, JavaScript enablement, the content and pages that you access on the Website, and the dates and times that you visit the Website, paths taken, and time spent on sites and pages within the Website ("usage information"). Please note that other Websites visited before entering our website might place personal information within your URL during a visit to it, and the Firm/Company has no control over such Websites. Accordingly, a subsequent website that collects URL information may log some personal information. Our website contains links that lead to other websites. If you click on these links the Firm/Company cannot be held responsible for your data and privacy protection. Visiting those websites is not governed by this privacy

policy agreement. Make sure to read the privacy policy documentation of the website you go to from our website.

The Firm/Company may use any service information and optional information provided by you for such purposes as indicated to you at the time you agree to provide such optional information. We may use your usage information for the purposes described above and to:

- retain your information so that you will not have to provide same again should you choose to use our services again after termination;
- monitor metrics the Firm/Company deems necessary for our business; and track your entries, submissions, and status in any promotions or other activities in connection with your usage of the Website.

The Firm/Company may send administrative messages and email updates to you regarding our Services.

### **Cookies**

When you access our Website the Firm/Company may send one or more cookies (small text files containing a string of alphanumeric characters) to your computer to collect certain usage information. The Firm/Company uses session cookies (which disappear after you close your browser) and persistent cookies (which remain after you close your browser which can be removed manually) and may be used by your browser on subsequent visits to our website. The Firm/Company uses information gathered by cookies to improve the Website.

### **Web beacons**

Our website may contain electronic image requests (called a "single-pixel gif" or "the Web beacon" request) that allow us to count page views and to access cookies. Any electronic image viewed as part of a web page (including an ad banner) can act as a web beacon. Our web beacons do not collect, gather, monitor or share any of your personal information. The Firm/Company merely uses them to compile anonymous information about our website.

### **Disclosure**

The Firm/Company may share your personal information with an affiliate, in which case the Firm/Company will seek to require the affiliates to honour this privacy policy, such as -

- Our service providers under contract who help with parts of our business operations.

Our contracts dictate that these service providers only use your information in connection with the services they perform for us and not for their own benefit.

- Credit bureaus to report account information, as permitted by law.
- Banking partners as required by credit card association rules for inclusion on their list of terminated merchants (in the event that you utilise the Services to receive payments and you meet their criteria).
- Regulators. If you contact us regarding your experience with using any of our products, the Firm/Company may disclose your personal information as required by law or governmental audit.
- Law enforcement. The Firm/Company may disclose personal information if required:
  - by a subpoena or court order;
  - to comply with any legislation;
  - to protect the safety of any individual or the general public;
  - to prevent any violation of our terms of service.
- Employees – The Firm/Company will need to disclose personal information to its employees who require such information to fulfil their job responsibilities.

The Firm/Company will not sell personal information. No personal information will be disclosed to anyone except as provided for in this privacy policy.

The Firm/Company may disclose aggregate statistics (information about the customer population in general terms) about personal information the Firm/Company holds to advertisers or business partners.

If the Firm/Company undergoes a change of ownership, or a merger with, acquisition by, or sale of assets to, another entity, the Firm/Company may assign our rights to the personal information the Firm/Company possess to a successor, purchaser, or separate entity. The Firm/Company will disclose such transfer on the Website. If you are concerned about your personal information migrating to a new owner, you may submit a written request to have your personal information deleted.

## **Security of personal information**

The Firm/Company protects your personal information using computer safeguards such as firewalls and data encryption to protect personal information, and the Firm/Company authorises access to personal information only to those employees who require such information to fulfil their job responsibilities.

The Firm/Company will endeavor to keep the personal information the Firm/Company collect as accurate, complete, and up to date as is necessary for the purposes mentioned herein.

The Firm/Company may, from time to time, request you to update your personal information. You can review, remove or update any of your personal information in our possession by emailing us at [dprok@idprok.co.za](mailto:dprok@idprok.co.za) and [imke@idprok.co.za](mailto:imke@idprok.co.za). Please note that to better protect you and safeguard your personal information, the Firm/Company does take steps to verify your identity.

## **Retention of personal information**

The Firm/Company will only retain your personal information for as long as it is necessary to fulfil the purposes mentioned herein, unless retention of the record is required or authorised by law, or if you have consented to the retention of the records. During the period of retention, the Firm/Company will continue to abide by our non-disclosure obligations and will not share or sell your personal information.

## **Transfers of personal information outside South Africa**

The Firm/Company may in certain instances transmit or transfer personal information outside South Africa to a foreign country. Personal information may be stored on servers located outside South Africa in a foreign country whose laws protecting personal information may not be as stringent as the laws in South Africa. Your consent herewith approves of us processing your personal information in a foreign country whose laws regarding processing of personal information may be less stringent.

## **Acceptance of terms**

You must accept all the terms of this policy when you register for / make use of any of our

services. If you do not agree with anything in this policy, then you may not register for and use any of the services. You may not use our services if you are younger than 18 years old or do not have legal capacity to conclude legally binding contracts. By accepting this policy, you are deemed to have read, understood, accepted, and agreed to be bound by all its terms.

### **Changes**

The Firm/Company may change the terms of this policy at any time. The Firm/Company will notify you of any changes by placing a notice in a prominent place on the Website or by email. If you do not agree with the change, you must stop using the services. If you continue to use the services following notification of a change to the terms, the changed terms will apply to you, and you will be deemed to have accepted such terms.