



WEBSITE PRIVACY POLICY

The information displayed on our website is provided for general information purposes only and should not be construed as legal advice. Professional advice should therefore be sought before any action is taken based on the information displayed on this website.

Allos Connect (PTY) Ltd disclaims any responsibility for positions taken without due consultation and no person shall have any claim of any nature whatsoever arising out of, or in connection with, the contents of this website against **Allos Connect (PTY) Ltd** and/or any of its directors and/or employees.

PRIVACY POLICY

We at **Allos Connect (PTY) Ltd** respect your right to privacy.

Where we refer to “personal information”, it means “personal information” as defined in the Protection of Personal Information Act, 4 of 2013 (“POPI”). Personal information includes any information about a person that can be used to identify a person directly or indirectly. It includes information like a name, an identification number, location information, an online identifier or one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person. POPI includes the personal information of juristic persons in its ambit – so we will protect the personal information of juristic persons in the same manner as any other person’s personal information.

Where applicable, this privacy policy applies in addition to any other agreement that you enter into with us, including the contract/MOU that you agree to when you become our client.

For any comments or queries relating to this policy, please contact our **Information Officer**:

Lebohang – 012 801 0111 or email to info@allosconnect.co.za

The personal information we collect;

We collect, amongst others, the following personal information:

Personal details, such as your name, email address or telephone number,

Billing information, such as relevant payment information and VAT registration number; and

Legally required information, which includes any additional information that the law requires from us to verify your identity.

How we collect personal information;

Directly from you when you use our website or any of our services or if we request it from you.

In limited instances, we collect personal information from third parties. We will only collect personal information this way where such information is publicly available or for legitimate business purposes.

Through the use of cookies, which will mainly be used to identify visitors that return to our website? You can prevent us from doing this through a setting on your browser.

Cookies only store information from your browser and cannot access data on your computer.

Use of your personal information;

We may use your personal information for any legitimate business purposes relating to our services and/or business activities. Some of the purposes for which we use your personal information include:

Responding to your queries posted on our website or emailed to us;

Onboarding you as a client and verifying your identity (as required by law);

Providing you with our services;

Referring you to other service providers with your consent;

Improving our website and services by analyzing certain information collected, including cookies and other related information;

Sending you information (in the form of our newsletter) and inviting you to events; and/or

Complying with our regulatory or other obligations.

COOKIES

We may use cookies and similar technologies to collect non-personally identifiable information from you and to customize your use of the Site. A cookie is a small data file that certain web sites write to your hard drive when you visit them. We may also use web bugs, clear gifs and similar technologies that collect data similar to that collected by a cookie.

A cookie file can contain various types of information, including a user ID that the site uses to track the pages you have visited. Most browsers are initially set up to accept cookies; however, you can reset your browser to refuse all cookies or indicate when a cookie is being sent or you can flush your browser of cookies from time to time. (Note: you may need to consult the help area of your browser application for instructions.) If you choose to disable cookies or refuse to accept a cookie, you may not be able to utilize all features of the Site.

At times, some of our advertisers and their ad service providers set cookies when you click their advertising banners. While we use cookies in other parts of the Site (as discussed above), cookies which are received with banner ads, are collected by those advertisers and their ad service providers. The advertiser's privacy policy and/or that of its service provider will govern the use of this information and **Allos Connect (PTY) Ltd** is not responsible for the privacy practices of such advertiser or ad service provider.

Sharing your personal information?

We will only share your personal information for purposes of providing services to you or any other legitimate business purpose relating to our business activities, including but not limited to, the protection of our or your rights, complaints, marketing, or enforcing any agreement between us.

Where required for our business operations, we may share your personal information with our service providers. We only share information with service providers after we enter into an agreement with the service provider to regulate the way in which the personal information will be secured.

Where the law requires us to do so, we may also share your personal information with third party service providers, agents, contractors, employees, law enforcement agencies or business affiliates. We will only share your personal information in these instances where it is necessary for us to do so and only to the extent that your personal information is needed for such third parties to perform their services or obligations.

Will we send your personal information trans-border?

We may transfer your information cross border for our legitimate business purposes, such as for cloud storage. All information transfers will comply with the applicable laws.

Security;

We will take all reasonable steps to ensure that your personal information is protected. We protect and manage personal information that we hold about you by using electronic and computer safeguards like firewalls, data encryption, and physical and electronic access control to our buildings. We only authorize access to personal information to those employees who require it to fulfil their designated responsibilities.

Links on our website;

We may include links to other third party websites which do not fall under our supervision. We cannot accept any responsibility for your privacy or the content of these websites, but we display these links to make it easier for you to find information about specific subjects.

Right to object;

You may, on reasonable grounds, object to us using your personal information. If you object, we will stop using your personal information, except if the law allows its use.

Lodging a complaint;

If you believe we are using your personal information unlawfully, please let us know at **(info@allosconnect.co.za or 012-801 0111)**. You may lodge a complaint to the Information Regulator (South Africa) with the following contact details:

Address: JD House, 27 Stiemens Street, Braamfontein,
Johannesburg, 2001.

Contact number: 010 023 5200

Email: enquiries@inforegulator.org.za

Children's personal information and special personal information;

We do not intentionally collect or use personal information of children (persons under the age of 18 years), unless with express consent of a parent or guardian or if the law otherwise allows or requires us to process such personal information.

Quality and access to your personal information;

We want to ensure that your personal information is accurate and up to date. You may ask us to correct any personal information that you think is inaccurate or request us to remove your information by sending an email to **info@allosconnect.co.za**.

You have the right to request us to provide you with personal information that we hold about you. You must contact us directly to do so or send an email to **info@allosconnect.co.za**. Please view our PAIA Manual to follow the process in order to view, change, and delete personal information we hold about you.

Retention of Information;

We retain personal information in accordance with the required retention periods in law or for legitimate business purposes. We may keep personal information indefinitely in a de-identified format for statistical purposes. This privacy policy also applies when we retain your personal information.

Security breach;

We will report any security breach to the Information Regulator and to the individuals or companies involved. If you want to report any concerns about our privacy practices or if you suspect any breach regarding your personal information, kindly notify us by sending an email to **info@allosconnect.co.za**