

# Mobenzi Privacy Policy

Version 2.0

Last updated: 21.08.2017

## Introduction

We are Mobenzi Technologies (RF) (Pty) Ltd, Registration Number: 2015/002583/07 and this is our plan of action when it comes to protecting your privacy. We respect your privacy and take the protection of personal information very seriously.

The purpose of this policy is to describe the way that we collect, store, use, and protect information that can be associated with you or another specific natural or juristic person and can be used to identify you or that person (**Personal Information**).

We provide software, technology, hosting and professional services to organisations involved in research, data collection, logistics and community service delivery. We often act as an **operator** for these organisations and may store personal information that they collect. We treat this personal information with the utmost respect and will protect it. When we act as an operator for our customers we will only process your personal information according to their instructions and the purpose that they define.

## Audience

This policy applies to you if you are:

- a visitor to our website;
- a user of our software;
- a customer who has ordered the goods or services that we provide;
- a data subject of one of our customers, where we are an operator.

## Personal Information

Personal information includes:

- certain information that we collect automatically when you visit our website or use our software;
- certain information collected on registration (see below);

- certain information collected on submission; and
- optional information that you provide to us voluntarily (see below);

but 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 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).

## COMMON EXAMPLES

Common examples of the types of personal information which we may collect and process or that we may collect and process on behalf of customers include your:

- **identifying information** – such as your name, date of birth, or identification number of any kind;
- **contact information** – such as your phone number or email address;
- **address information** – such as your physical or postal address; or
- **demographic information** – such as your gender or marital status.

## SENSITIVE PERSONAL INFORMATION

We do not collect sensitive personal information for our own purposes, but we may store and process such information on behalf of our customers including your:

- **financial information** – such as your bank account details;
- **sensitive demographic information** – such as your race or ethnicity;
- **location information** – such as the GPS location of your household or your current location;
- **medical information** – such as information about your physical or mental health;
- **sexual information** – such as information about your sex life or sexual orientation;

- **criminal information** – such as information about your commission or alleged commission of any offence or about any related legal proceedings;
- **employment information** – including your membership of a trade union; and
- **beliefs** – including your political or religious beliefs.

## Acceptance

### ACCEPTANCE REQUIRED

You must accept all the terms of this policy when you use any of our services, register for, or use our website or software. If you do not agree with anything in this policy, then you may not order any of our services, register for, or use our website or software. You may not order any of our services, register for, or use our website or applications if you do not accept this policy.

### LEGAL CAPACITY

If you are under 18 years old you need to have consent from your legal guardian to use our software or access our technology services.

### DEEMED ACCEPTANCE

By accepting this policy, you are deemed to have read, understood, accepted, and agreed to be bound by all of its terms.

### YOUR OBLIGATIONS

You may only send us your own personal information or the information of another data subject where you have their permission to do so.

## Changes

We may change the terms of this policy at any time by updating this document or our privacy web page. We will notify you of any changes by placing a notice in a prominent place on the website or the software, or by sending you an email detailing the changes that we have made and indicating the date that they were last updated. If you do not agree with the changes, then you must stop using the website, the software and our services. If you continue to use the website, software or our services following notification of a change to the

terms, the changed terms will apply to you and you will be deemed to have accepted those updated terms.

## **Collection and Processing**

Depending on whether you are a visitor to our website, a user of our software, a customer, or a data subject for whom we manage or process data for on behalf of a customer, different data may be collected, managed or processed by us.

Depending on the type of personal that we interact with we collect different types of personal information. We do not capture special personal information for visitors to our website, users of our software or customers who have orders the good or services that we provide. Special personal information is only captured for data subjects of our customers. In those situations, we are the operators. The customer is the responsible party and their privacy policy will determine out that special personal information is handled and processed.

### **DATA COLLECTED VIA OUR SOFTWARE OR TECHNOLOGY SERVICES**

If you use our software or technology services, you may no longer be anonymous to us. You may provide us with a variety of certain personal information. This personal information may include:

- your name and surname;
- your email address;
- your telephone number;
- your company name, company registration number, and VAT number;
- your location;
- your postal address or street address; and
- your username and password.

We will use this personal information to fulfil your account, provide additional services and information to you as we reasonably think appropriate, and for any other purposes set out in this policy.

Our customers may use our software or technology services to collect or process other additional information about you, including sensitive personal information. We do not control the nature, purpose or use of data collected by our customers, who are responsible parties and act only in the capacity of an operator in this regard. We process your personal information based on the contract between ourselves (as the operator) and the responsible party who you are likely interacting with.

## FROM BROWSER

We automatically receive and record Internet usage information on our 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 we have no control over such websites. Accordingly, a subsequent website that collects URL information may log some personal information.

## COOKIES ON OUR WEBSITE

We may place small text files called 'cookies' on your device when you visit our website or use our software. These files do not contain personal information, but they do contain a personal identifier allowing us to associate your personal information with a certain device. These files serve a number of useful purposes for you, including:

- granting you access to age restricted content;
- tailoring our website's functionality to you personally by letting us remember your preferences;
- improving how our website performs;
- allowing third parties to provide services to our website; and
- helping us deliver targeted advertising where appropriate in compliance with the applicable laws.

Your internet browser generally accepts cookies automatically, but you can often change this setting to stop accepting them. You can also delete cookies manually. However, no longer accepting cookies or deleting them will prevent you from accessing certain aspects of our website where cookies are necessary. Many websites use cookies and you can find out more about them at [www.allaboutcookies.org](http://www.allaboutcookies.org).

## THIRD PARTY COOKIES

Some of our business partners use their own cookies or widgets on our website. We have no access to or control over them. Information collected by any of those cookies or widgets is governed by the privacy policy of the company that created it, and not by us.

## WEB BEACONS

Our website may contain electronic image requests (called a **single-pixel gif** or **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. We merely use them to compile anonymous information about our website.

## OPTIONAL DETAILS

You may also provide additional information to us on a voluntary basis (**optional information**). This includes content or products that you decide to upload or download from our technology services or when you enter competitions, take advantage or promotions, respond to surveys, order certain additional goods or services, or otherwise use the optional features and functionality of our technology services. We will always explain to you for what purpose the information is being collected. The information that is collect will be adequate, relevant and not excessive in relation to that purpose.

## RECORDING CALLS

We may monitor and record any telephone calls that you make to us, unless you specifically request us not to.

## PURPOSE FOR COLLECTION

We may use or process any services information, or optional information that you provide to us for the purposes that you indicated when you agreed to provide it to us. Processing includes gathering your personal information, disclosing it, and combining it with other personal information. We generally collect and process your personal information for various purposes, including:

- **services purposes** – such as providing our services;
- **marketing purposes** – such as pursuing lawful related marketing activities;
- **business purposes** – such as internal audit, accounting, business planning, and joint ventures, disposals of business, or other proposed and actual transactions; and
- **legal purposes** – such as handling claims, complying with regulations, or pursuing good governance.

We may use your usage information for the purposes described above and to:

- remember your information so that you will not have to re-enter it during your visit or the next time you access the technology service;
- monitor website usage metrics such as total number of visitors and pages accessed; and
- track your entries, submissions, and status in any promotions or other activities about your usage of the technology service.

## **CONSENT TO COLLECTION**

We will obtain your consent to collect personal information:

- in accordance with applicable law;
- when you provide us with any registration information or optional information.

## **Use**

### **OUR OBLIGATIONS**

We may use your personal information to fulfil our obligations to you.

### **MESSAGES AND UPDATES**

We may send administrative messages and email updates to you about the technology services. We may wish to provide you with information about new services in which we think you may be interested. This means that in some cases, we may also send you primarily promotional messages. We will not send you promotional messages unless you have chosen to opt-into them. But, we may send you one message asking you to opt-into promotional messages without you having opted-into promotional messages.

### **TARGETED CONTENT**

While you are logged into the website or application, we may display targeted adverts and other relevant information based on your personal information. In a completely automated process, computers process the personal information and match it to adverts or related information. We never share personal information with any advertiser, unless you specifically provide us with your consent to do so. Advertisers receive a record of the total number of impressions and clicks for each advert. They do not receive any personal information. If you click on an advert, we may send a referring URL to the advertiser's website identifying that a customer is visiting from the website. We do not send personal information to advertisers with the referring URL. Once you are on the advertiser's website however, the advertiser is able to collect your personal information.

# Disclosure

## SHARING

We may share your personal information with:

- other divisions or companies within the group of companies to which we belong to provide joint content and services like registration, for transactions and customer support, to help detect and prevent potentially illegal acts and violations of our policies, and to guide decisions about our products, services, and communications (they will only use this information to send you marketing communications if you have requested their goods or services);
- our partners and affiliates who have access to de-identified, aggregated information on usage and transaction volumes. This information is used to understand how customers are using our services so we can improve the system and prompt users on ways they can better use the system.
- Where we are sharing with a partner or affiliate, in which case we will seek to require the affiliates to honour this privacy policy;
- our goods suppliers or service providers under contract who help supply certain goods or help with parts of our business operations, including fraud prevention, bill collection, marketing, technology services (our contracts dictate that these goods suppliers or service providers only use your information about the goods they supply or 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 (if you utilise the services to receive payments and you meet their criteria); and
- other third parties who provide us with relevant services where appropriate.

## REGULATORS

We may disclose your personal information as required by law or governmental audit.

## LAW ENFORCEMENT

We may disclose personal information if required:

- by a subpoena or court order;
- to comply with any law;

- to protect the safety of any individual or the general public; and
- to prevent violation of our customer relationship terms.

## **NO SELLING**

We will not sell personal information. No personal information will be disclosed to anyone except as provided in this privacy policy.

## **MARKETING PURPOSES**

We may disclose aggregate statistics (information about the customer population in general terms) about the personal information to advertisers or business partners.

## **EMPLOYEES**

We may need to disclose personal information to our employees that require the personal information to do their jobs. These include our responsible management, human resources, accounting, audit, compliance, support, information technology, or other personnel. Any of our employees or personnel that handle your personal information will have signed non-disclosure and confidentiality agreements.

## **CHANGE OF OWNERSHIP**

If we undergo a change in ownership, or a merger with, acquisition by, or sale of assets to, another entity, we may assign our rights to the personal information we process to a successor, purchaser, or separate entity. We will disclose the transfer on the website. If you are concerned about your personal information migrating to a new owner, you may request us to delete your personal information.

## **Security**

We take the security of personal information very seriously and always do our best to comply with applicable data protection laws. Data that is transferred between user devices and our services is encrypted. Our data is hosted in a secure server environment that uses a firewall and other advanced security measures to prevent interference or access from outside intruders. We authorize access to personal information only for those employees who require it to fulfil their job responsibilities. We implement disaster recover procedures where appropriate.

## **Accurate and Up-to-date**

We will try to keep the personal information we collect for our own purposes as accurate, complete and up to date as is necessary for the purposes defined in this policy. From time to time we may request you to update your personal information on the technology services. You can review or update any personal information that we hold on you by accessing your account online, emailing us, or phoning us. Please note that to better protect you and safeguard your personal information, we take steps to verify your identity before granting you access to your account or making any corrections to your personal information. Throughout your interaction with us you retain the right to rectify personal information that is incorrect or inaccurate. This does not apply if we process your personal information in our capacity as an operator on behalf of a responsible party.

## **Retention**

We will only retain your personal information for as long as it is necessary to fulfil the purposes explicitly set out in this policy, unless:

- retention of the record is required or authorised by law; or
- you have consented to the retention of the record.

During the period of retention, we will continue to abide by our non-disclosure obligations and will not share or sell your personal information.

We may retain your personal information in physical or electronic records at our discretion.

## **Transfer to another country**

Your personal information is stored in a secure Virtual Private Cloud environment. You consent to us storing your personal information in a country that has adequate protection.

## **Updating or removing**

You may choose to correct or update the personal information you have submitted to us, by clicking the relevant menu in any of the pages on our technology services or contacting us by phone or email.

You are entitled to a right to be forgotten. We will delete any personal information that you don't want us to have.

## **Data portability**

If you should wish to transfer your data from us to another data controller that we will facilitate this transfer. We will pass on all of our personal information to the data controller.

## **Limitation**

We are not responsible for, give no warranties, nor make any representations in respect of the privacy policies or practices of linked or any third party websites.

## **Enquiries**

If you have any questions or concerns arising from this privacy policy or the way in which we handle personal information, please contact us.