

## **REWARDEDCO. PRIVACY POLICY**

### **THIS PRIVACY POLICY APPLIES TO HOW WE COLLECT, PROCESS AND PROTECT YOUR PERSONAL INFORMATION**

#### **PLEASE READ THIS PRIVACY POLICY CAREFULLY.**

This is the privacy policy of REWARDEDCO. In this document, “we” or “us” refer to REWARDEDCO (Pty) Ltd.

We are a private company with registration number 2004/012951/07 registered in South Africa.

Our registered office is situated at 308 Kent Avenue, Randburg, Gauteng, South Africa.

In this document we tell you about the different types of information we record about you. It covers both information that could identify you and information that could not.

We understand the importance of this information to you, and we are committed to only use your information in a way that is lawful, reasonable, and relevant to our business activities, guided by the business activities, guided by the industry regulators.

Our Privacy Policy is both specific and strict. It complies with the South African law and with the laws of all jurisdictions of which we are aware.

If you think our Privacy Policy falls short of your expectations or that we are failing to abide by our Privacy Policy , do please tell us.

We regret that if there are one or more points below with which you are not happy, your only recourse is to leave our web site immediately.

Except as set out below, we do not share, or sell, or disclose to a third party, any personally identifiable information collected at this site.

This Privacy Policy must be read together with terms and conditions that appear on our Website and any other documents or agreements that describe the manner in which we, in specific circumstances, collect or process Personal Information about you. This will enable you to understand the manner in which we will process your Personal Information.

This Privacy Policy supplements such other documents and agreements, however, does not supersede them and in the event of a conflict, the terms of the particular document or agreement will prevail.

Here is a list of the information we collect from you, either through our web site or because you give it to us in some other way, and why it is necessary to collect it:

## **1. BUSINESS AND PERSONAL INFORMATION**

This includes basic identification and contact information, such as your name and contact details and also includes all information given to us in the course of your business and ours, such as information you give us in your capacity as our client. We undertake to preserve the confidentiality of the information and of the terms of our relationship. It is not used for any other purpose. We expect you to reciprocate this policy.

This information is used:

- 1.1. to provide you with the services which you request;
- 1.2. for verifying your identity for security purposes;
- 1.3. for marketing our services and products;
- 1.4. information which does not identify any individual may be used in a general way by us or third parties, to provide class information, for example relating to demographics or usage of a particular page or service.

We keep information, which forms part of our business record for a minimum of six years. That is because we may need it in some way to support a claim or defence in court. That is also the period within which our tax collecting authorities may demand to know it.

## **2. MARKET PLACE INFORMATION**

When we obtain information from you specifically to enable you to buy a service offered on our web site by some other person, we assume that in giving us your information, you are also giving us permission to pass it to the relevant person.

## **3. YOUR DOMAIN NAME AND E-MAIL ADDRESS**

This information is recognised by our servers and the pages that you visit are recorded. We shall not under any circumstances, divulge your e-mail address to any person who is not an employee or contractor of ours and who does not need to know, either generally or specifically. This information is used:

- 3.1. to correspond with you or deal with you as you expect;
- 3.2. in a collective way not referable to any particular individual, for the purpose of quality control and improvement of our site;
- 3.3. to send you news about the services to which you have signed up;
- 3.4. to tell you about other of our services or services of sister web sites.

#### **4. INFORMATION YOU POST ON OUR WEBSITE**

Information you send to us by posting to a forum or blog or in your advertisement, is stored on our servers. We do not specifically use that information except to allow it to be read, but you will see in our terms and conditions that we reserve a right to use it in any way we decide.

#### **5. WEBSITE USAGE INFORMATION**

We may use software embedded in our website (such as JavaScript) to collect information about pages you view and how you have reached them, what you do when you visit a page, the length of time you remain on the page, and how we perform in providing content to you. We do not presently associate such information with an identifiable person.

#### **6. FINANCIAL INFORMATION RELATING TO YOUR CREDIT CARDS**

This information is never taken by us either through our website or otherwise. At the point of payment, you are transferred to a secure page on the website of PayGate or some other reputable payment service provider. That page may be dressed in our “livery”, but it is not controlled by us. Our staff and contractors never have access to it.

#### **7. NOTE ON PADLOCK SYMBOLS AND OTHER TRUST MARKS**

Many companies offer certification and an icon or other small graphic to prove to site visitors that the site is safe. We do not handle information about your credit card so do not subscribe to any such service.

#### **8. THIRD PARTY ADVERTISING**

Third parties may advertise on our web site. In doing so, those parties, their agents or other companies working for them may use technology that automatically collects your IP address when they send an advertisement that appears on our site to your browser. They may also use other technology such as cookies or JavaScript to personalise the content of, and to measure the performance of their adverts. We do not have control over these technologies or the data that these parties obtain. Accordingly, this privacy notice does not cover the information practices of these third parties.

#### **9. THIRD PARTY CONTENT**

If you complain about any of the content on our web site, we shall investigate your complaint. If we feel, it may be justified, we shall remove it while we investigate. Free speech is a fundamental right, so we have to make a judgment as to whose right will be obstructed: yours, or that of the person who posted the content which offends you. If we think, your complaint is vexatious or without any basis, we shall not correspond with you about it.

## **10. INFORMATION WE OBTAIN FROM THIRD PARTIES**

Although we do not disclose your personal information to any third party (except as set out in this notice), we do receive data which is indirectly made up from your personal information, from software services such as Google Analytics and others. No such information is identifiable to you.

## **11. CONTENT YOU PROVIDE TO US WITH A VIEW TO BE USED BY THIRD PARTY**

If you provide information to us with a view to it being read, copied, downloaded or used by other people, we accept no responsibility for what that third party may do with it. It is up to you to satisfy yourself about the privacy level of every person who might see your information. If it is available to all the World, you have no control whatever as to how it is used.

## **12. COOKIES**

Cookies are small text files that are placed on your computer's hard drive through your web browser when you visit any web site. They are widely used to make web sites work, or work more efficiently, as well as to provide information to the owners of the site.

Like all other users of cookies, we may request the return of information from your computer when your browser requests a web page from our server. Please read our Cookie Policy on our Website for more information.

## **13. CALLING OUR HELP LINE**

When you call our help line, we collect Calling Line Identification (CLI) information. We use this information to help improve the efficiency and effectiveness of our help line.

## **14. SENDING A MESSAGE TO OUR SUPPORT SYSTEM**

When you send a message, we collect the data you have given to us in that message in order to obtain confirmation that you are entitled to receive the information and to provide to you the information you need. We record your request and our reply in order to increase the efficiency of our business / organisation. We do not keep any personally identifiable information associated with your message, such as your name or email address.

## **15. COMPLAINING**

When we receive a complaint, we record all the information you have given to us. We use that information to resolve your complaint. If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and, if we do, what that information is.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

## **16. MARKETING INFORMATION**

With your permission we pass your email address and name to selected associates whom we consider may provide services or products you would find useful.

You may opt out of this service at any time by instructing us at [hello@therewardsfactory.co.za](mailto:hello@therewardsfactory.co.za).

## **17. RE-MARKETING**

We may use re-marketing from time to time. This involves Google or some other supplier placing a tag or marker on your website in order to be able to serve to you an advert for our products / services when you visit some other website.

## **18. AFFILIATE INFORMATION**

This is information given to us by you in your capacity as an affiliate of us or a customer or client of ours. Such information is retained for business use only. We undertake to preserve the confidentiality of the information and of the terms of our relationship. It is not used for any other purpose. We expect any affiliate to agree to reciprocate this policy. As an exception to this, we have the right to disclose your first name and URL of your affiliate connection to other affiliates and to any other person or organisation, on and off site. The reason is solely to enable us to mention winners and others whose performance as an affiliate is in some way outstanding.

## **19. USE OF SITE BY CHILDREN**

We do not market to children, nor do we sell products or services for purchase by children. We do sell products and services for end use by children, but for purchase by adults. If you are under 18, you may use our site only with consent from a parent or guardian.

## **20. DISCLOSURE TO GOVERNMENT AND THEIR AGENCIES**

We are subject to the law like everyone else. We may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

## **21. COMPLIANCE WITH THE LAW**

This Privacy Policy has been compiled so as to comply with the law of every jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your country, we should like to hear from you, but ultimately it is your choice as to whether you wish to use our website.

## **22. REVIEW OR UPDATE PERSONALLY IDENTIFIABLE INFORMATION**

In accordance with applicable legislation and our policies, we will take all necessary steps to ensure that the persons responsible for the maintenance of your Personal Information do so in a manner that ensures that it is accurate, complete, not misleading and is up to date.

We are committed to continuous educational initiatives aimed at all personnel on the treatment of Personal Information and more intensive training for those employees who deal directly with your Personal Information.

It is your responsibility to advise us or the persons responsible for the maintenance of your Personal Information should any of your Personal Information be incorrect, incomplete, misleading or out of date, by notifying us.

We may use a third-party data source to update your contact information in situations where we are unable to contact you about loyalty benefits that have accrued to you.

## **23. YOUR RIGHTS**

Data protection laws confer certain rights on you in respect of your Personal Information, which include the right to:

- Request access to your Personal Information (commonly known as a “data subject access request”), thereby enabling you to receive a copy of the Personal Information retained about you.
- Request the correction of your Personal Information in order to ensure that any incomplete or inaccurate Personal Information is corrected.
- Request erasure of your Personal Information where there is no lawful basis for the retention or continued processing of it.
- Object to the processing of your Personal Information for a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms.
- Request restriction of processing of your Personal Information. This enables you to ask us to suspend the processing of your Personal Information in limited circumstances, which may differ by jurisdiction.
- Withdraw consent previously given in respect of the processing of your Personal Information at any time which withdrawal of consent will not affect the lawfulness of any processing carried out prior to your notice of withdrawal. Withdrawal of consent may limit our ability or the ability of a third party to provide certain products or services to you, but will not affect the continued processing of your Personal Information in instances in which your consent is not required.

If you wish us to remove personally identifiable information from our web site, you may contact us at [hello@therewardsfactory.co.za](mailto:hello@therewardsfactory.co.za). To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information.

#### **24. DATA MAY BE “PROCESSED” OUTSIDE SOUTH AFRICA**

Our web sites are hosted in South Africa. We also use outsourced services in countries outside South Africa from time to time in other aspects of our business. Accordingly, data obtained within South Africa may be “processed” outside South Africa and data obtained in any other country may be processed within or outside that country.

#### **25. CHANGES TO THIS PRIVACY POLICY**

This Privacy Policy may be amended from time to time and we will take reasonably practicable steps to inform you when changes are made. Without limiting the manner in which we may inform you, it could be that such notification may be by way of e-mail (if you provide your e-mail address), or a "pop-up" notification on the Website.

#### **26. GOVERNING LAW**

This Privacy Policy is governed by South African law. Where, by operation of law, the data privacy legislation of another jurisdiction applies to the processing of your Personal Information, then that legislation will be followed to the extent that it differs from South African law.

If any provision of this Privacy Policy is determined to be illegal, void or unenforceable due to applicable law or by order of a court of a competent jurisdiction, it shall be deemed to be deleted and the continuation in full force and effect of the remainder of the provisions will not be prejudiced.

#### **27. QUERIES AND CONTACT DETAILS**

Should you feel that your rights in respect of your Personal Information have been infringed, or if you would like to request further information on this privacy policy, please address your concerns by contacting us through the contact page.