



PRIVACY POLICY

Compumade (Pty) Ltd is committed to protecting the User's privacy. This privacy policy explains the manner in which Compumade (Pty) Ltd shall collect, use, maintain and discloses customer information as well as what the User's access rights to the information and/or data are.

Definitions

"Google Analytics" - means a platform that collects data from your websites to create reports that provides insights into your business and to track website performance and/ or collect visitor insights.

"Personal Information" - means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:

- (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, color, sexual orientation, age, physical or mental health, wellbeing, disability, religion, conscience, belief, culture, language and birth of the person;
- (b) information relating to the education or the medical, financial, criminal or employment history of the person;
- (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- (d) the biometric information of the person;
- (e) the personal opinions, views or preferences of the person;
- (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- (g) the views or opinions of another individual about the person; and
- (h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

"System Data" – means the digital data (including personal and non-personal data) stored, processed, retrieved or transmitted by any element of the information technology system.

"Terms" – means this privacy policy that outlines the rights and responsibilities between two or more parties.

"User Data" – means any data the user creates or owns including any personal information and identifiable information.

"User" – means the individual who uses, interacts or accesses Compumade (Pty) Ltd's website, online service, or platform in any way.

Personal identification information

Compumade (Pty) Ltd may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit the website, complete any online form, and in connection with other services, features, or resources Compumade (Pty) Ltd makes available on the website.

Information that a user may provide:

When a User registers as a User and through the ongoing use of the website, Compumade (Pty) Ltd may collect information from the User, including but not limited to one or more of the following fields:

- Personal details such as name, surname, gender;
- Contact details, such as email address and contact number;
- Preferences with respect to the use of website.

Collecting of service-related information

The following types of information are collected in the background through the User's use of the website:

- System Data relating to the User's device or internet connection, such as the User's device's operating system, browser, or IP address;
- Usage data regarding the User's use of the website; and
- Analytics data in aggregate and anonymous format via third party tracking services such as Google Analytics.

Cookies policy

Compumade (Pty) Ltd's website may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. A cookie is a small text file stored by the User's browser (for instance, Internet Explorer or Chrome) on the User's computer or mobile device. Compumade (Pty) Ltd uses cookies to authenticate returning customers and to prevent fraudulent use of User accounts. Cookies can be disabled in the

browser settings, but if a User disables them, they will not be able to log into the Compumade (Pty) Ltd website, or some parts of the website may not function properly

Security and protection of information

The User's user and System Data are private and confidential and are treated as such. Compumade (Pty) Ltd takes all reasonable steps to secure and protect your data during hosting and transmission and to ensure that your information is handled in accordance with the Terms.

However, it is possible for internet-based communications to be intercepted or servers to be hacked. Compumade (Pty) Ltd will not be responsible for any damages the User, or any third party may suffer as a result of the hosting or transmission of confidential or disclosed information that the User makes to Compumade (Pty) Ltd through the internet, or that the User expressly or implicitly authorizes Compumade (Pty) Ltd to make, or for any errors or any changes made to any transmitted information.

To ensure acquaintance with and awareness of the privacy measures and policies of Compumade (Pty) Ltd, the User is urged to take care to read and understand the underlying privacy clauses incorporated in these Terms.

Using and sharing of information

Compumade (Pty) Ltd may not use and share the User and System Data it collects from the User.

Compumade (Pty) Ltd undertakes not to share any of the User's User or Systems Data that are deemed of a personal or private nature.

Compumade (Pty) Ltd retains the right to transfer the User's information to a new owner if the ownership of all or substantially all of our business should change, in which case the terms of notice will still apply until the Terms are updated or amended by the acquiring party upon notice to the User.

Compumade (Pty) Ltd may release account information or User Data when we believe, in good faith, that such release is reasonably necessary to (a) comply with law, (b) enforce or apply the terms of any of our user agreements or (c) protect our, our Users or any other relevant third parties' rights, property or safety.

Using data for research and benchmark purposes

The User hereby provides consent for their de-identified User and System data to be used for research relating to purchases of the Compumade (Pty) Ltd services. The User also consents to the use of aggregate User and System Data for statistical and benchmark purposes.

Local Storage

Local storage is a more secure way for web-applications to store large amounts of data locally in the User's browser without affecting the web-application's performance. Compumade (Pty) Ltd uses local storage to store some of the User Data to improve the application's performance and to allow the User to use the application to some extent, whilst offline when an Internet connection is not available.

When a User logs out of the Compumade (Pty) Ltd's website any information stored in local storage is cleared. The User can choose to disable local storage in the settings menu. Please note that disabling local storage will detrimentally affect the User's experience with the Compumade (Pty) Ltd website.

Data Protection and use of information

Compumade (Pty) Ltd may, and the User expressly consents to, the collecting and processing of their User Data and System Data by Compumade (Pty) Ltd to open, administer and operate the User's profile and contact the User; provide any combination of services linked to Compumade (Pty) Ltd; carry out statistical and other analysis to identify potential markets and trends; and develop new products and services.

The User expressly consents that Compumade (Pty) Ltd may process and further process the User Data and System Data within Compumade (Pty) Ltd for the above purposes; disclose their Personal Information to any person who provides services to Compumade (Pty) Ltd or acts as their agent or to whom Compumade (Pty) Ltd has transferred or proposed to transfer any of their rights and duties in respect of a user's account and/or share the User's User Data and System Data.

Data with their services providers, locally and outside the Republic of South Africa, as necessary. Compumade (Pty) Ltd demands that any third-party service providers to Compumade (Pty) Ltd agrees to their strict privacy policies if they need to access any Personal Information to carry out their services.

The User acknowledges that Compumade (Pty) Ltd will at all times remain responsible for determining the purpose of and means for processing the User's User Data and System Data; and Compumade (Pty) Ltd is required by legislation to collect certain of Personal Information from the User, without which Compumade (Pty) Ltd will be unable to offer the Compumade (Pty) Ltd services for purchase by a User.

The User agrees that they are providing Compumade (Pty) Ltd with their Personal Information voluntarily and freely.

Whenever the User is of the opinion that Compumade (Pty) Ltd fails to comply with the Terms as set out herein, the User will contact Compumade (Pty) Ltd by sending a request on the "contact us" tab. Compumade (Pty) Ltd will review the User's representations made by email and, if within their sole and absolute discretion advisable, take corrective action and in any event within 7 (seven) days respond to User informing about corrective actions taken, if any.

How Compumade (Pty) Ltd uses collected information

Compumade (Pty) Ltd may collect and use Users personal information for the following purposes:

- *To improve customer service*, the information you provide helps us respond to your customer service requests and support needs more efficiently.
- *To improve our website*, we may use feedback you provide to improve our products and services.
- *To send periodic emails* We may use the email address to respond to their inquiries, questions, and/or other requests.

How Compumade (Pty) Ltd protects your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information and data stored on our website.

Sharing your personal information

Compumade (Pty) Ltd will not sell, trade, or rent Users personal identification information to others. Compumade (Pty) Ltd may only share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with its business partners, trusted affiliates and advertisers for the purposes outlined above.

Links to other websites

Users may find advertising or other content on the website that link to the sites and services of Compumade (Pty) Ltd partners, suppliers, advertisers, sponsors, licensors and other third parties. Compumade (Pty) Ltd does not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from the website. In addition, these sites, or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to the website, is subject to that website's own terms and policies.