

# Privacy Policy

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When it comes to your information, Bahati Tech ("we","us") is committed to transparency and choice. We protect your privacy, so that you can focus on achieving your goals. This Statement is designed to let you know what personal information we collect about you on our websites ("Your Information") and how we use that information.

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## What This Privacy Statement Covers

This Privacy Statement only applies to the personal information we collect through our websites and does not apply to information collected by or in connection with your use of our products and services.

Information We Collect

When you visit our websites, we may collect or ask you to provide certain personal information in order to help us manage our relationship with you. This information may

include:

- Contact details, such as name, mailing address, email address and phone number;
- Bahati Tech product performance data and information about how you use our products and services on our websites; and
- Aggregated data or other information that does not specifically identify individuals - for instance statistics about pages viewed by visitors.

We may We use Your Information to:

- Create and manage your Bahati Tech account, when needed to access communications and services;
- Verify your identity and entitlement to products or services, when you contact us or access our services;
- Provide commercial quotes for our products and services;
- Allow you to register products or services you purchase;
- Manage your subscriptions;
- Provide you with technical and customer support;
- Subscribe you to a newsletter, send product updates or technical alerts;
- Solicit your opinion or feedback, provide opportunities for you to test software;
- Research and implement product improvements and product updates;
- Evaluate and improve the quality of our products, services and websites;
- Provide you with a customized experience when you visit our websites;
- Allow interoperability within our applications;
- Secure our systems and applications;
- Allow for the provisioning of services; and

- Enforce our legal rights or comply with legal requirements.

### Messages

In addition to the purposes described above, we may, in compliance with applicable legal requirements, use Your Information to provide you with advertisements, promotions and information about products and services tailored to you and your needs. Your contact details, including phone numbers and email addresses, may be used to contact you.

If you do not want us to use Your Information in this way, you can simply choose not to give your permission on the webpages and/or forms with which we collect Your Information. You can also opt-out at any time by unsubscribing within the message itself where available, or by contacting us using the details in the 'Contact Us' Section.

### Cookies

A cookie is a commonly used automated data collection tool. Cookies are small text files that are placed on your computer or device by websites that you visit or HTML-formatted emails you open, in order to make websites work, or work more efficiently.

We may use cookies, Web beacons, pixel tags or other similar technologies on our websites or emails to, among other things:

- Tailor information presented to you based on your browsing preferences, such as language and geographical region;
- Collect statistics regarding your website usage;
- Provide us with business and marketing information

We use different kinds of cookies:

- Essential cookies are necessary to provide you with services and features available through our websites
- Analytics or customization cookies collect information that is either used in aggregate form to help us understand how the website is being used or how effective our marketing campaigns are, or to help us customize the website for you
- Advertising cookies and tracking scripts are used to make advertising messages more relevant to you. They perform functions like preventing the same ad from continuously reappearing, ensuring that advertisements are properly delivered and, in some cases, featuring advertisements based on your interests.

If you do not wish to receive cookies, you may be able to refuse them by adjusting your browser settings to reject cookies. If you do so, we may be unable to offer you some of our functionalities, services or support. If you have previously visited our websites, you may also have to delete any existing cookies from your browser.

#### Do-Not-Track

There are different ways you can prevent tracking of your online activity. One of them is setting a preference in your browser that alerts websites you visit that you do not want them to collect certain information about you. This is referred to as a Do-Not-Track (“DNT”) signal.

Please note that our websites may not recognize or take action in response to DNT signals from Web browsers. At this time, there is no universally accepted standard for what a company should do when a DNT signal is detected. In the event a final standard is established, we will assess how to appropriately respond to these signals.

For more detailed information about cookies, Do-Not-Track and other tracking technologies, please visit [allaboutcookies.org](http://allaboutcookies.org) and [allaboutdnt.com](http://allaboutdnt.com).

### How We Share Your Information

We only share Your Information as described below, within our company, with service providers that process information on our behalf and for law enforcement purposes.

#### Service Providers Processing Data On Our Behalf

We may use contractors and service providers to process Your Information on our behalf for the purposes described in this Statement. The categories of recipients include providers of outsourced IT services, such as hosting providers, marketing agencies, providers of temporary staff, analytics providers, and providers of outsourced order processing.

We contractually require service providers to keep information secure and confidential and we do not allow our data processors to share Your Information with others without our authorization, or to use it for their own purposes. However, if you have an independent relationship with these service providers their privacy statements will apply.

#### Law Enforcement

In certain instances, it may be necessary for Bahati Tech to disclose Your Information to government officials or other third parties as otherwise as required or permitted by applicable law. Such disclosures may be in response to the following:

- A subpoena, warrant or other process issued by a court of competent jurisdiction;
- A legal process having the same consequence as a court-issued request for information, in that if Bahati Tech were to refuse to provide such information, it

would be in breach of local law, and it or its officers, executives or employees would be subject to liability for failing to honour such legal process;

- Where such disclosure is necessary for Bahati Tech to enforce its legal rights pursuant to the laws of the jurisdiction from which such information was gathered, or where Bahati Tech reasonably considers that this is necessary for it to protect its legal rights or to allow a third party to do so;
- A request for information with the purpose of identifying and/or preventing credit card fraud; or
- Where such disclosure is necessary to prevent or lessen a serious and imminent threat of bodily harm to the data subject.

#### Professional Advisers

We may need to share Your Information where it is necessary to obtain advice on legal, financial or other regulatory matters.

#### Business Transfers

In the process of continuing to develop our business, we may choose to buy or sell certain assets. As a result of these transactions, customer information is usually one of the business assets that is transferred. If we were acquired or a substantial portion of our assets were sold, or if we were to go out of business, enter bankruptcy proceedings or experience some other change in control, Your Information may be part of the assets which are acquired by or transferred to a third party. If appropriate we may take reasonable steps to notify you of any such deal and outline your choices in that event.

#### How We Protect Your Information

## Safeguards

We have taken appropriate technical and organizational security measures to protect Your Information from misuse, unauthorized or unlawful access or disclosure, loss, alteration, damage or destruction. These measures include:

- Physical safeguards , with locked doors and file cabinets, controlled access to our facilities and secure destruction of media containing Your Information.
- Technology safeguards , like the use of anti-virus and endpoint protection software, encryption, and monitoring of our systems and data centers to ensure that they comply with our security policies.
- Organizational safeguards , like training and awareness programs on security and privacy, to make sure employees understand the importance and means by which they must protect Your Information. Our organizational privacy policies and standards also guide our handling of Your Information.
- Storage of Your Information - The information we collect from you may be stored on servers in South Africa and anywhere Bahati Tech or our vendors operate.

## Links to Other Websites

Our websites may contain links to other websites, which are owned or operated by other companies. If you choose to visit any linked websites, we encourage you to review their privacy statements carefully, as they may differ from ours. We are not responsible for the content or privacy practices of websites that are owned by companies that are not within Bahati Tech.

## Children's Privacy

Our site is not directed to, nor do we knowingly collect information from children under the age of 13.

## Managing Your Information

We store Your Information for as long as is necessary for the purpose for which we collect it.

This means that we retain Your Information for as long as your account is active or as needed to provide you services, or for as long as you are the designated contact on your employer's customer account for billing or administration purposes. We also retain and use Your Information as necessary to comply with our legal obligations, resolve disputes and enforce our agreements. Where we process Your contact details for marketing purposes, we will continue to process those contact details for those purposes until such time as you notify us that you no longer wish this processing to take place (provided that we may keep a record of your marketing preferences for as long as may be required to ensure that our marketing activities are conducted in line with such preferences).

## Accessing, Updating or Correcting Your Information

You are able to request to view and update Your Information via our Contact Us Information.

You may be able to request the removal of inaccurate or incorrect information we have about you. We will respond to requests to access, update, correct or delete Your Information where applicable, within any legally required timeframe.

To make such a request, please contact us.

## Contact Us

If you have questions or concerns about your privacy, please:

Write to us: Bahati Tech – Privacy Office

113 Loop Street, Cape Town, 8001, South African

Email us via the Contact Us Form



## Changes to This Statement

We reserve the right to revise or modify this Privacy Statement. In such event, we will post a prominent notice on this website prior to the change becoming effective.