

## PRIVACY POLICY

### 1 – Introduction

The KISCH IP group is committed to protecting the privacy of the Personal Information of the users of this website.

The purpose of this policy is to demonstrate this commitment and to inform users of the principles under which the KISCH IP group processes Personal Information received from parties.

This Privacy Policy complies with the privacy objectives and principles housed under the Protection of Personal Information Act, 4 of 2013 (hereinafter referred to as “POPI”).

This Privacy Policy may be updated at any time by the KISCH IP group. The date of the most recent revision will appear on this page. The KISCH IP group suggests that you refer back to it on a regular basis.

Please note that ticking the box below, you authorise the KISCH IP group to process your Personal Information according to this Privacy Policy.

### 2 – Definitions

“Personal Information” is information or data about an identified or 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, colour, sexual orientation, age, physical or mental health, well-being, 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, received by the KISCH

IP group from any party in any format including, without limitation, electronic, paper, and verbal;

“Website” means [www.kisch-ip.co.za](http://www.kisch-ip.co.za).

### 3 - When does the KISCH IP group collect your Personal Information?

The KISCH IP group collects Personal Information when you:

- Visit our Website;
- Log an enquiry on our Website;
- Subscribe to our newsletter;
- Participate in customers surveys or market research;
- Contact the KISCH IP group;
- Give consent to a third party to send the KISCH IP group Personal Information about you.

### 4 - What Personal Information does the KISCH IP group collect about you?

The KISCH IP group considers all information that could identify you directly or indirectly as Personal Information. The KISCH IP group may mainly collect the following Personal Information:

- Information about your identity, in particular your gender, last name, first names, address, telephone number, email addresses, date of birth or age;
- Information about our commercial relationship, your request or your communications with us or third parties, your preferences and interests;
- Technical information, in particular your IP address or information about how your device navigates through our Website.

### 4 - Why is your Personal Information collected?

Personal information is processed mainly for the following purposes:

- Website administration;
- Customer Relationship Management (newsletters, surveys, etc.), the processing of which is made subject to your approval;

- Market analysis and timing (profiling on the basis of your preferences and interests, analyses while navigating through the Website, statistics, reporting, etc.). This processing is made subject to your approval;
- When appropriate, for purposes of prevention and detection of fraud;
- Managing your requests (complaints, right to access, rectify, oppose and removal of Personal Information, etc.);

#### 5 – Does the KISCH IP group disclose your Personal Information?

The KISCH IP group will never share your Personal Information with third parties for marketing purposes.

The Personal Information we are collecting about you is intended for the KISCH IP group and is likely to be communicated to a third party chosen for their expertise and reliability and acting on our behalf and at our direction (e.g. IT providers).

The KISCH IP group authorises these third parties to use your Personal Information only to the extent necessary to perform services on our behalf or to comply with legal requirements and we strive to ensure that your Personal Information is always protected.

These third parties will be located in South Africa and if they are located outside of South Africa, the KISCH IP group shall comply with section 72 of POPI to ensure that the Personal Information is afforded the same level of data protection as in South Africa. In such a case, we will ensure either:

- to obtain your unambiguous consent to share your Personal Information with these third parties;
- to enter into appropriate data transfer agreements conforming in full compliance with POPI.

Finally, we may also transmit your Personal Information to local authorities if required by POPI or other legislation or as part of an investigation and in accordance with local regulations and the KISCH IP group shall endeavour to inform you of such request or legal obligation.

#### 6 - How will the KISCH IP group protect the information about you?

The KISCH IP group endeavours to take the appropriate technical and organisational measures, in relation to the nature of data and risks, to preserve the security and confidentiality of your Personal Information and, in particular, to prevent it from being altered, corrupted or transmitted to any unauthorized parties.

This may include practices such as retaining your Personal Information on a secure server protected by a firewall, the transmission of sensitive information (such as financial information) using a Secure Sockets Layer (SSL), internal reviews of our practices and privacy policies and implementation of physical security measures to protect against unauthorized access.

#### 7 - What is the policy about minors?

This Website is not aimed at minors.

The KISCH IP group does not knowingly collect or process Personal Information from persons under the age of 18.

As soon as we acquire knowledge of the collection of Personal Information from any minors without prior authorisation from that minor's parent or legal guardian, we will take appropriate measures to delete all such Personal Information from our servers.

#### 8 – What is the cookies policy of the KISCH IP group?

The KISCH IP group makes use of cookies on the Website and shall provide the user with the option to accept or deny the cookies access to the Website.

#### 9 - For how long is your Personal Information kept?

The KISCH IP group strives to keep your Personal Information only for the time necessary for the purposes set out in this privacy policy and in accordance with the provisions in force. As a general rule:

- A user's data will be kept for three years from the date of collection or after the last contact or the end of the commercial relationship, unless opposed by the user. At the end of this three-year period, we may make contact with you again in order to find out whether or not you wish to continue to receive marketing. If no clear positive answer is given by you, your data will be deleted or archived in accordance with POPI;

- Data to prove a right or a contract or if kept in compliance with a legal obligation can be archived in accordance with the law.

#### 10 - What are your rights regarding your Personal Information and how to contact us?

If you consent and provide us with your email address, phone number or mailing address, you may receive emails, calls or periodic messages from us about our services or upcoming events. You can unsubscribe at any time from our mailing lists by contacting us at the address below or by following the link "unsubscribe" contained in each of our emails.

In accordance with POPI, you have the right to access, rectify, limit, oppose and delete Personal Information about you. You can also withdraw your consent at any time.

You will be informed of the actions to be taken as soon as possible and in any case no later than one month after your request. However, we reserve the right not to respond to manifestly unfounded or excessive requests.

You can file a complaint with the Information Regulator at email: [infoirsa@justice.gov.za](mailto:infoirsa@justice.gov.za) if your Personal Information is misused.

Please contact the KISCH IP group should you have any questions or comments in connection with this Privacy Policy.

1.1 The KISCH IP group may collect, store and use the following Personal Information of users through the Website:

- 1.1.1 Name and surname;
- 1.1.2 Job title;
- 1.1.3 Browsing habits and click patterns;
- 1.1.4 E-mail address; and / or
- 1.1.5 IP address.

1.2 The KISCH IP group collects, stores and uses the abovementioned information for the following purposes:

- 1.2.1 To communicate requested information to the user;
- 1.2.2 To provide services to the user as requested by the user;

- 1.2.3 To authenticate the user; and / or
  - 1.2.4 To compile non-personal statistical information about browsing habits, click-patterns, and access to the Website.
- 1.3 The information detailed above is collected either electronically by using cookies or is provided voluntarily by the user. Users may determine cookie use independently through their browser settings.
- 1.4 The KISCH IP group may collect, maintain, save, compile, share or disclose any information collected from users, subject to the following provisions:
- 1.4.1 The KISCH IP group shall not disclose personal information from a user unless the user consents thereto (other than as set out in clause 1.4.2 below);
  - 1.4.2 The KISCH IP group shall disclose personal information without the user's consent only if it is required to do so in order to comply with an obligation imposed on it by law;
  - 1.4.3 Users have the right to access their personal information and to request the KISCH IP group to rectify the information collected should it be incomplete or contain any errors; and
  - 1.4.4 The KISCH IP group may compile, use and share any information that does not relate to any specific individual.
- 1.5 The KISCH IP group owns and retains all rights to non-personal statistical information collected and compiled by the KISCH IP group.
- 1.6 Users have the right to lodge a complaint with regards to the processing of any personal information with the Information Regulator at email: [infoirsa@justice.gov.za](mailto:infoirsa@justice.gov.za).