

## Privacy Policy

### 1.1 Introduction

1.1.1 We recognise the importance of protecting your privacy in respect of your personal information. This Privacy Policy applies to all personal information which is processed, collected, stored, transferred or collated ("Processed" and "Process") by Vuka from persons and other organisations with whom they engage. When registering on any of our websites, you agree to the terms and conditions of this Privacy Policy. Furthermore, if you use our services, goods, products and service channels, you agree that we may process your personal information as set out and explained under this Privacy Policy.

1.1.2 In adopting this Privacy Policy, Vuka wishes to balance its legitimate business interests and your reasonable expectation of privacy. Accordingly, we will take appropriate and reasonable technical and organisational steps to prevent unauthorised access to, or disclosure of your personal information.

### 1.2 What personal information do we collect and process?

1.2.1 The types of personal information that we collect and may process includes information necessary for our legitimate business and administrative purposes. This may include your name, surname, identity number, gender, age, physical address, postal address, email address, and cell phone number. We will never request that your personal banking details be entered into any electronic form on our Website or social media platforms when you apply for any deal or service.

1.2.2 We will limit the types of Personal Information that we process to only that to which you consent and which is necessary for our legitimate business interests and for the purposes of facilitating the business relationship between yourself and Vuka. We will only process your personal information for lawful purposes relating to our business if one or more of the following applies:

- a. if you have consented thereto;
- b. if a person legally authorised by you, the law or a court, has consented thereto;
- c. if it is necessary to conclude or perform under a contract we have with you;
- d. the law requires or permits it;
- e. if it is required to protect or pursue yours, ours or a third party's legitimate interest; and/or
- f. if you are a child, a competent person (like a parent or guardian) has consented thereto.

1.2.3 We will collect Personal Information from you when you register or apply for a deal on our website or when we otherwise interact with you on various other platforms.

1.2.4 We use Google AdWords Conversion Tracking and Facebook Pixels to collect visitor data and analyse traffic on our Website. This information helps us understand customer interests and improve our Website.

### 1.3 Your agreement in relation to your personal information

1.3.1 By submitting your Personal Information to us:

1.3.1.1 you agree to the terms and conditions set out in this Privacy Policy; and

1.3.1.2 you agree that we may Process your Personal Information for, amongst other things, (i) the purposes of registering and maintaining you as a customer of Vuka, (ii) providing you with access to our services; and (iii) for any of the purposes listed at paragraphs 1.4 and paragraph 1.5 below.

1.3.2 We reserve the right to vary the terms of this Privacy Policy. It is your responsibility to familiarise yourself with the most recent version of this Privacy Policy from time to time.

#### **1.4 When will we process your Personal Information?**

1.4.1 Personal information may be processed by us in several ways when:

1.4.1.1 you apply for a deal or register as a customer of Vuka;

1.4.1.2 you make use of our services and access our Website; and

1.4.1.3 you register to receive any notifications from us.

1.4.2 You acknowledge that all Personal Information processed by us may be stored by us and used for any of the purposes listed in paragraph 6.6 below. We will store your Personal Information only for a reasonable time to enable us to use it for the purposes described in this Privacy Policy.

#### **1.5 How do we use your Personal Information?**

1.5.1 To the extent allowed by law, we may use your Personal Information:

1.5.1.1 to provide services to you;

1.5.1.2 to retain and make available to you any information as part of the services;

1.5.1.3 to verify your details;

1.5.1.4 to facilitate any payments by you regarding your business with Vuka;

1.5.1.5 to provide you with any publications and newsletters;

1.5.1.6 for security, administrative and legal purposes (including enforcing any rights we may have against you in law); and

1.5.1.7 for helping us in any future dealings with you;

1.5.1.8 to perform credit checks in relation to a deal for which you have applied.

1.5.2 Vuka may share your Personal Information with carefully selected third parties with whom we have entered into contractual arrangements for the purposes of performing any of the services that we provide to customers.

1.5.3 Vuka may be required to disclose your Personal Information without your consent when such disclosure is required by law or any order, notice or request of a regulatory authority.

1.5.4 A "cookie" is a small piece of data sent from our websites or applications to your computer or device hard drive or Internet browser where it is saved. The "cookie" contains information to personalise your experience on our websites or applications and may improve your experience on our websites or applications. The "cookie" will also identify your device, such as your computer or smartphone. By using our websites or applications you agree that "cookies" may be forwarded from the relevant website or application to your computer or device. The "cookie" will enable us to know that you have visited the website or application before and will identify you. We may also use the "cookie" to prevent fraud.

## **How can you find out what Personal Information Vuka stores and how can you amend or update your Personal Information?**

2.1 To find out what Personal Information we have processed that relates to you, to cancel it and/or to correct or update your Personal Information, please make such request, in writing, to Vuka.

2.2 You may request Vuka, at any time, to correct any of your Personal Information should it come to your attention that Vuka's records are incorrect.

2.3 We will keep your personal information for as long as: the law requires us to keep it, a contract between you and us requires us to keep it, you have consented to us keeping it and/or we require it for our lawful business purposes. For the avoidance of doubt we may keep your personal information even if you no longer have a relationship with us, if the law permits.

## **3. Changes to this Privacy Policy**

3.1 From time to time, we may revise this Privacy Policy to reflect changes in the law or changes in our practices regarding the Processing of Personal Information. If we decide to change this Privacy Policy, the changes will be posted on our Website so that you are always informed of the latest version.

3.2 We will not use or disclose Personal Information provided to us pursuant to this Privacy Policy in ways other than the ones described in this Privacy Policy, without informing you and providing you with the opportunity to consent to such modified conditions concerning the use and disclosure of your Personal Information.

3.3 The version of this Privacy Policy displayed on our websites will apply to all your interactions with us.

## **4. Governing Law**

4.1 The contents of this Privacy Policy and the Terms shall be governed by South African law.

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

## **5. DISCLAIMER**

Vuka and its Directors and employees shall not be responsible and disclaims all liability for any loss, damage (whether direct, indirect, special or consequential) and/or expense of any nature whatsoever, which may be suffered as a result of or which may be attributable, directly or indirectly, to the use of, or reliance upon any information, links or service provided through this website.