

Privacy Policy

Acunam Technology Group(Pty) Ltd



1. Introduction

This policy applies to all visitors to our website and customers who have requested services from us ("you" and "your").

Acunam Technology Group (Pty) Ltd ("us", "we", "our") respects your privacy and protection of your personal information share with us. We are committed to ensuring the security, safe keeping and protection of this personal information, and to provide a compliant and consistent approach to data protection.

2. Purpose of this policy

We respect your privacy and take the protection of personal information very seriously. This policy sets out your rights and how they are protected; and describes the way in which we collect, store, use and protect information that you provide to us.

3. Acceptance of terms

You may only make use of our website and/or our services if you have accepted the terms and conditions of this policy.

By accepting this policy, you are deemed to have read, understood, accepted and agreed to be bound by all its terms and conditions.

4. Amendments

We may amend the terms of this policy at any time and notify you of any changes via email and/or by placing a notice of such amendments on our website. If you do not agree with the changes, you shall refrain from using our website. If you continue to use our website after implementation of the amendments, the amended terms will apply to you and you will be deemed to have accepted such amended terms.

5. Collection of information

Personal information is data that can be used to identify you. This information includes but is not limited to names, ages, and other contact details.

Your information may be collected in the following ways:

- 5.1. When you complete a service form, contact us form, or register on our website, whether electronically or on hard copy, you will no longer be anonymous to us, as you will provide us with your personal information.

5.2. When you are browsing our website we automatically receive and record internet usage information on our server logs from your browser, which information includes, but is not limited to, your Internet Protocol address, server logs, browsing habits, version of software installed and system type.

Please note that other websites, which you have visited before or subsequent our website, might place personal information within your URL and we have no control over such websites.

5.3. Directly from other sources, such as public databases, data aggregators and third parties, as well as other financial institutions, credit bureaus, fraud prevention agencies, or directly through your interactions with third parties.

Please note that some of our affiliates use their own cookies or widgets on our website and we have no access or control over them and as such any information collected by such cookie or widget is governed by the privacy policy of the company that created it, and not by us.

6. Use of information

We may use any information that you provide to us, for the purpose that you indicated when you agreed to provide it to us. We may also, with your consent if so required, use personal and biometric information to, *inter alia*: -

- 6.1. Identify you;
- 6.2. For statistical analysis;
- 6.3. meet our obligations under an agreement with you; and
- 6.4. comply with legislative requirements

We may record and monitor any communications between you and us and use these recordings to verify your instructions to us, to analyse, assess and improve our services to clients, and for training and quality purposes.

We will not sell your information to third parties and will only market to you in accordance with our legal obligations and your marketing preference, using the communication method you chose.

We may communicate with you by post, phone, SMS, email and other electronic media, about products that may be of interest to you. You may ask us to stop or start sending you marketing messages by informing us via email or through our website.

It is your right to refuse to provide personal information, but this refusal may limit our ability to provide the required financial services to you. We will only collect information from you that is necessary and relevant to the service or product to be provided.

No information will be collected without your prior consent or as prescribed by law. We will not use information collected about you for marketing purposes, which you have not consented to.

7. Security

To prevent unauthorised access or disclosure or interference to and/or from outside trespassers, our hosting company will host our website in a secure server environment that uses a firewall and other advanced security measures.

8. Retention

We will retain your information only for as long as is required for the purpose for which it was collected. During the period of retention, we will continue to abide by our non-disclosure obligations and will not share, other than as provided for in this policy, or sell your personal information.

9. Accuracy, updating or removing of personal information

We will endeavour to keep the personal information that we have collected as accurate, complete and up to date as is necessary for the purposes of the service/s provided by us to you.

10. Limitation of liability

We are not responsible for, give no warranties, nor make any representations in respect of the privacy policies or practices of linked or any third-party websites.

11. Intellectual Property rights

The logos, sub-logos and trademarks appearing on our website are our sole property and may not be used, replicated, modified, reproduced or distributed, without our prior written permission.

We retain all copyright and other intellectual property rights in all material, including logos and other graphics and multimedia works published on or via our website.

Nothing on our website should be construed as granting any license or right to use any trademark, logos or other graphics and multimedia works.

Any other trademark or trade name that may appear on our marketing material is the property of its respective owner.

12. Enquiries

If you have any queries or concerns arising from this policy of the way in which personal information is handled, please contact us at the contact details provided on our website.