



INNOVATE - CONNECT - EVOLVE

**AIEQ SYSTEMS (PTY) LTD, REGISTRATION NUMBER 2019/398711/07 (“AIEQ Systems”)**

**WEBSITE PRIVACY POLICY (“Privacy Policy”)**

The Information, content, services and/or materials offered by AIEQ Systems on, or through its website [www.aieq-systems.com](http://www.aieq-systems.com) (“the Website”), is made available subject to the provisions contained below.

Please read this Privacy Policy carefully to understand how your personal information will be treated when you use this website.

All queries and/or requests relating to this Privacy Policy should be sent to [privacy@aieq-systems.com](mailto:privacy@aieq-systems.com)

## **1. INTRODUCTION**

- 1.1 AIEQ Systems endeavors to comply with all the laws and regulations providing for privacy including, but not limited to the Constitution of the Republic of South Africa, 108 of 1996 and the Protection of Personal Information Act, 4 of 2013 (“the Act”)
- 1.2 For Purposes of the Privacy Policy the person accessing the Website, or on whose behalf the Website is accessed, is referred to as “the User” and the term “Personal information bears the meaning as ascribed to it in the Act;
- 1.3 AIEQ Systems seeks to ensure the quality and confidentiality of all Personal information in it’s possession and recognizes the importance of protecting the User’s privacy in respect of the User’s Personal Information collected by AIEQ Systems when the User visits the Website. AIEQ Systems is committed to protecting and preserving the Personal information of all visitors to the Website;
- 1.4 By accessing the Website, the User agrees to the processing of the User’s Personal Information for the purposes state in the Privacy Policy;
- 1.5 This Privacy Policy includes various consents and permissions provided by the User to AIEQ Systems in respect of the User’s Personal Information;
- 1.6 The User should not use this Website if the User does not agree with AIEQ Systems processing activities described in the Privacy Policy;
- 1.7 AIEQ Systems undertakes that the processing of the User’s Personal Information shall be carried out by it solely in accordance with the provisions of this Privacy Policy;
- 1.8 The User will be subject to the Privacy Policy in force at the time that the User accesses the Website;
- 1.9 This Privacy Policy should not be viewed in isolation and must be read together with the applicable terms of use of the Website (which are available on the Website) and any

further agreement/s entered into between the User and AIEQ Systems (such as an agreement in terms of which the User elects to subscribe for any of the services rendered by AIEQ Systems).

## **2. INFORMATION COLLECTION AND USE**

- 2.1 AIEQ Systems strives to collect only the Personal Information which is necessary for the intended purpose of the collection;
- 2.2 AIEQ Systems and/or its authorized agents shall collect certain Personal Information from the User in connection with the User's use of the Website. The information collected is used for the following purposes:
  - 2.2.1 To make the User's visit to the Website more efficient;
  - 2.2.2 To enable efficient use of the Website;
  - 2.2.3 To process electronic communications and transactions;
  - 2.2.4 To administer any promotion, survey or similar interactive activity conducted by AIEQ Systems; and
  - 2.2.5 To provide the User with newsletters or other periodic emails and/or promotional materials as requested by the User;
- 2.3 When the User accesses the Website the User's Personal Information will be automatically collected in relation to the User's visit to the Website, such information includes but is not limited to:
  - 2.3.1 The User's browser type and version;
  - 2.3.2 The User's operating system and information about the User's use of the Website including details of the User's visits to the Website (such as pages viewed and the resources that the User accessed on the Website);
- 2.4 The Website also used different types of cookies, such as: cookies which provide web analytics services, flash cookies and other types of cookies. AIEQ Systems hosting agents and/or service providers may automatically log the User's "IP address" (the unique identifier for the User's computer and/or other access device). The aforesaid information collected by AIEQ Systems is for aggregate purposes only and cannot be used to identify the User personally;
- 2.5 Should the User subscribe to receive any newsletter, periodic email, or promotional material or information distributed by AIEQ Systems, the User's Personal Information (including but not limited to the User's email address) will be processed by AIEQ Systems. AIEQ Systems may also track whether the User has read the material supplied by AIEQ Systems and/or whether the User has clicked on any of the links so provided. All AIEQ Systems communications shall contain an unsubscribe link and by following the unsubscribe process the User shall be removed from the relevant distribution list and AIEQ Systems shall no longer send the User the subscription content or contact the User.

## **3. CONSENT TO PROCESS PERSONAL INFORMATION**

- 3.1 By accessing the Website the User agrees and consents that AIEQ Systems may process the User's Personal Information for the purposes set out in this Privacy Policy including providing User with access to the Website and the contents of the Website;

- 3.2 By Providing AIEQ Systems with his/her /its Personal Information, the User expressly consents to having his/her/its Personal Information processed in accordance with this Privacy Policy, which processing is necessary to enable AIEQ Systems to carry out the actions required of it in relation to the User when the User accesses the Website;
- 3.3 Processing shall include the collection, receipt, recording, organization, collation, storage, updating or modification, retrieval, alteration, consultation, use; dissemination by means of transmission, distribution or making available in any other form; or merging, linking, as well as blocking, degradation, erasure or destruction of information;
- 3.4 This consent is effective immediately and will endure until the User's relationship with AIEQ Systems has been terminated, alternatively until such time as the User expressly notifies AIEQ Systems that such consent is retracted.

#### **4. RETAINING PERSONAL INFORMATION**

- 4.1 The User expressly consents to AIEQ Systems retaining Personal Information once the User's relationship with AIEQ Systems has been terminated for the following purposes:
  - 4.1.1 Aggregate, statistical and reporting purposes and for only so long as is necessary to enable AIEQ Systems to achieve the purpose for which the Personal Information was collected or subsequently processed, subject to the further provisions of section 14 of the Act;
  - 4.1.2 In order to ensure that the user's Personal Information is treated in accordance with the User's prior instructions, for example ensuring that the User remains unsubscribed from AIEQ Systems mailing list; and
  - 4.1.3 AIEQ Systems operational purposes and/or for production as evidence by AIEQ Systems in legal proceeding in which event records relating to the User's use of the Website and Personal Information submitted by the User may be required to be retained in terms of legislated records retention requirements.

#### **5. TRANSBORDER FLOW OF PERSONAL INFORMATION**

- 5.1 AIEQ Systems appoints certain agents, third parties and/or service providers which operates outside the borders of the Republic of South Africa, alternatively outside the country in which the User resides and/or operates from. As a result, AIEQ Systems is required to transmit the User's Personal Information outside South Africa, alternatively outside the country in which the User resides and/or operates from;
- 5.2 The purpose of the trans-border flow of the User's Personal Information may include, but is not limited to data hosting and storage;
- 5.3 The User expressly consents to the trans-border flow of the Personal Information, in order to enable the trans-border flow of the aforesaid mentioned;
- 5.4 AIEQ Systems warrants in this regard that it shall only engage services of third parties (in relation to the aforesaid trans-border flow of information) which subscribe to internationally recognised standards in this regard and in order to secure the integrity and confidentiality of the User's Personal Information.

## **6. HANDLING OF THE USER'S PERSONAL INFORMATION**

- 6.1 AIEQ Systems shall secure the integrity and confidentiality of the User's Personal Information in its possession or under its control by taking appropriate, reasonable technical and organizational measures to prevent loss of damage to or unauthorized destruction of the User's Personal Information and the unlawful access to or processing of such Personal Information;
- 6.2 AIEQ Systems will not sell, exchange or transfer the User's Personal Information to any third party without the User's consent and save as provided for in this Privacy Policy.

## **7. DISCLOSURE OF PERSONAL INFORMATION**

- 7.1 AIEQ Systems may disclose the User's Personal Information to its third-party service providers, where necessary. AIEQ Systems requires that its service providers take appropriate, reasonable, technical and organizational measures to keep the User's Personal Information secure and such third parties may not use or disclose the User's Personal Information for any purpose other than providing the services required by the User on AIEQ Systems behalf;
- 7.2 AIEQ Systems may disclose the User's Personal Information under the following circumstances:
  - 7.2.1 to comply with the law or with legal process;
  - 7.2.2 to protect and defend AIEQ Systems legitimate interests (safety, property or other rights);
  - 7.2.3 to protect AIEQ Systems against misuse or unauthorized use of the services offered by AIEQ Systems; and
  - 7.2.4 to protect other customers, Website users or third parties affected negatively by the User's actions in his/her/its use of the Website.

## **8. ACCESSING AND UPDATING PERSONAL INFORMATION BY THE USER**

- 8.1 AIEQ Systems will take reasonable steps to keep the User's Personal Information accurate and complete. AIEQ Systems suggests that User's regularly updates his/her/its Personal Information;
- 8.2 The User can request access to any of his/her/its Personal Information held by AIEQ Systems at any time and for any purpose, including to request AIEQ Systems to correct any portion of the Personal Information held by AIEQ Systems which is inaccurate, or to delete the Personal Information which AIEQ Systems is no longer entitled to retain by law or for a legitimate purpose;
- 8.3 The User has the right to revoke his/her/its consent to the processing of his/her/its Personal Information by AIEQ Systems.

