



## **PRIVACY POLICY**

1 July 2021

**Arcis Holdco (Pty) Ltd** (“**Arcis**”) is committed to protecting your privacy and giving you a safe online experience. This **Statement of Policy** applies to the **Arcis Website** (“the **Website**”) and governs data collection and usage. By using the **Website**, you consent to the data practices described in this statement.

### **1. Protection of Personal Information Act, 2013 (POPI)**

You acknowledge that by using the **Website** and by trading with **Arcis** you will be providing **Arcis** with personal data which may be protected by data protection legislation, including, inter alia, the Protection of Personal Information Act, 2013 (POPI). You hereby authorise us to process all such personal data for the purposes of performing the business of **Arcis’s** legitimate business interests including statistical analysis, marketing of our services/product and credit control. You also authorise us to process and transmit your personal data in the manner contemplated in this **Statement of Policy**.

You further authorise **Arcis** to furnish information which may be protected by data protection legislation, including inter alia, POPI, regarding your property registration and **Arcis** trading history to any person we reasonably determine to be seeking a credit reference for any lawful purpose.

### **2. Collection of your Personal Information**

**Arcis** collects personally identifiable information, such as your email address, home or work address/or telephone numbers, **Arcis** also collects anonymous demographic information which is not necessarily unique to you, such as your postal code, age, gender, preferences, interests and favourites.

**Arcis** encourages you to review the privacy statements of Websites you choose to link with **Arcis** so that you can understand how these Websites collect, use and share your information. **Arcis** is not responsible for the privacy statements or other content on **Websites** outside of the **Arcis Website**.

### **3. Use of your Personal Information**

**Arcis** collects and uses your personal information to operate the **Arcis Website** and deliver the services / product you have requested or are interested in. **Arcis** also uses your personally identifiable information to inform you of other products or services available from **Arcis**. **Arcis** may also contact you via surveys to conduct research about your opinion of our current services/product or of potential new services/product that may be offered by **Arcis** in due course.

**Arcis** does not sell, rent or lease its customer lists to third parties. **Arcis** may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (email, name, address, telephone number) is not transferred to the third party. In addition, **Arcis** may share data with trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support, or arrange deliveries. All such third parties are prohibited from using your personal



information except to provide these services to **Arcis**, and they are required to maintain the confidentiality of your information.

**Arcis** does not use or disclose sensitive personal information, such as race, religion, or political affiliations without your explicit consent.

**Arcis** keeps track of our **Website** and various digital pages through our customers' visits to and within **Arcis**, in order to determine what **Arcis** services/products are the most popular. This data is used to deliver customised content and advertising within **Arcis** to customers whose behaviour indicates that they are or may be interested in a particular service/product.

**Arcis Websites** will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the provisions of any law in force from time to time or comply with legal process served on **Arcis** or the **Website**; (b) protect and defend the rights or property of **Arcis**; and (c) to protect the personal safety of **Arcis**, its brand and/or the public.

#### 4. Use of Cookies

The **Arcis Website** uses "cookies" to help your online experience. A cookie is a text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you and can only be read by a web server in the domain that issued the cookie to you.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the **Arcis** services/products or the **Website** or page you visit.

#### 5. Security of your Personal Information

**Arcis** to the best of its ability secures your personal information from unauthorised access, use or disclose. **Arcis** secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorised access, use or disclose. When personal information is transmitted to other **Websites**, it is protected through the use on encryption.

#### 6. Changes to this Statement of Policy

**Arcis** will occasionally update this **Statement of Policy** to reflect company and customer feedback. **Arcis** encourages you to periodically review this Statement of Policy to be informed of how **Arcis** is protecting your information.

#### 7. Contact Information

**Arcis** welcomes your comments regarding this **Statement of Policy**. If you believe that **Arcis** has not adhered to this Statement, please contact **Arcis** at [living@arcis.co.za](mailto:living@arcis.co.za). We will use commercially reasonable efforts to promptly determine and remedy the problem.