

PRIVACY POLICY

Bitvice Proprietary Limited (“**Bitvice**”, “**we**” “**us**” or “**our**”), is mindful of the sensitivity of the information you may provide to us from time to time. We respect your privacy and have implemented measures to protect your personal information. This privacy policy sets out how we process and protect your personal information. To make use of our services you will need to share information with us.

By accessing our website and/or using our services and/or providing us with your personal information you are deemed to have read, understood, and accepted the terms of this privacy policy. We will not use your personal information for any purpose other than those purposes set out herein or as agreed to from time to time.

CHANGES TO PRIVACY POLICY

We reserve the right to amend this privacy policy, in whole or in part, from time to time without the consent of any client and will published the amended policy on our website.

OUR RESPONSIBILITIES

We will comply with all data protection legislation. In South Africa we must adhere to the provisions of the Protection of Personal Information Act, 4 of 2013 (“**POPI**”). Therefore, when we process your personal information, we must do so in a manner that complies with POPI.

YOUR RESPONSIBILITIES

Your responsibilities under this policy are to –

- make sure that you have read and understood this policy before making use of our services.
- make sure that you have read and understood the content of the other contracts between us as they may contain further terms related to your privacy and the treatment of your personal information.

- make sure that you have the authority to provide us with personal information if it relates a third party. When you provide us with a third party's personal information you warrant that you have the authority to do so.

PERSONAL INFORMATION COLLECTION

We may collect personal information –

- from you.
- from a third party acting on your behalf.
- to verify your identity.
- when we render services or in the course of our business relationship.
- when you interact with our website, social media platforms, newsletter, and other marketing materials (including third party content).
- when the law obliges us to do so.

PERSONAL INFORMATION COLLECTED

We **may** process the following personal information -

- **Personal details** – name, identity number, age, nationality, title, language preferences, physical address, postal address, telephone numbers, email address and employment details.
- **Financial information** – banking details, billing address, credit/debit card details and payment records.
- **Website** – access events (the date and times you access our site), browser information, device type, internet protocol address, language settings, location, and further technical data.
- **Marketing and social media** – your interactions with our marketing campaigns and materials, and your interaction with our social media accounts.
- **Consent** – where you have expressly consented for us to process your personal information.

Where it is necessary for us to collect any Special Personal Information, as defined in POPI, we will do in a manner that strictly complies with the provisions of POPI.

We restrict the processing of personal information to the data and information required for us to provide our services, matters related our services or where there is a legitimate purpose for us to do so. We do not process personal information that is irrelevant

HOW WE USE YOUR PERSONAL INFORMATION

We may use your personal information for the following purposes –

- to verify your identity.
- to provide our services.
- to communicate with you regarding the services.
- to send you marketing material.
- to refine our service offering.
- internal analytics.
- comply with legislation.

DISCLOSURE

We may disclose your personal information –

- to our staff to provide our services or related matters.
- to our advisors, affiliates, agents, suppliers, and partners to provide our services or related matters.
- to marketing agencies for purposes of marketing our services.
- to third party operators.
- where we are legally obliged to make disclosure.

In all other situations will not disclose your personal information.

International transfer – we may transfer personal information to recipients outside the Republic of South Africa. We will only do so if the jurisdiction into which the personal information is transferred has legal protection substantially similar to the legal protection afforded by POPI. Where we engage an Operator (as defined in POPI) to process personal information we will ensure that we have valid and binding agreement that provides your personal information adequate protection.

SECURITY

We cannot the absolute security of your personal information, however, we have implemented reasonable measures to protect your personal information against accidental or unlawful access, alteration, destruction, disclosure and loss. We have physical, electronic and managerial policies in place to safeguard your personal information. To find out more about please send us an [email](#).

Due its nature, we cannot guarantee the security of the personal information transmitted via the internet. We cannot be held liable for any loss of privacy that occurs as a result of your personal information being transmitted via the internet.

We use several third-party applications to provide our services and store information, including personal information. You can request more information about our tech by sending as an [email](#).

RENTENTION POLICY

We will only retain your personal information for the time period for which it is required for us to provide the services or a related purpose (provided that the purpose is legitimate) or to comply with legislation or an applicable legal requirement, which ever time period is longer. To find out more about our document retention policy please us an [email](#).

COOKIE POLICY

Our cookie policy must be considered in conjunction with our privacy policy. The purpose of this policy is to explain what cookies are, and how we use them. If you want to learn more about cookies you can do so [here](#). We reserve the right to amend this policy, in whole or in part, from time to time without the consent of any client and will publish the amended policy on our website.

- **WHAT ARE COOKIES** - Cookies are small text files located in browser directories and used to help you navigate our website efficiently and to perform certain functions. A cookie is issued to your device when you access our website. Cookies do not contain personal information, but they allow us to associate data with a particular device. Cookies are not viruses. They are not self-executing, nor can they make copies of themselves. **Please note** – please note that even though they are not viruses' cookies

can be used for malicious purposes, for example as a form of spyware. We do not use cookies for any malicious purpose.

- **HOW WE USE COOKIES** - We may use cookies. You can adjust your browser settings to refuse cookies. If you refuse cookies certain parts of our website might not function as intended and in some cases our website might not be function at all. Third parties may use cookies on our website. Please note that where third parties use cookies, we have no control over how they are used.
- We may use “session cookies” which delete themselves after you leave our website, or we may use “tracking cookies” which do not delete themselves and help us recognise you when you return to our website – tracking cookies have us enhance and tailor or services.
- We use cookies to improve the performance of our website, adapt and enhance the functionality of our website, to gather data for marketing purposes and for analytical purposes. Kindly note that we use Google Analytics.

YOUR RIGHTS

You have the right to access the personal information we hold and request us to erase, rectify and restrict the use thereof as well as to withdraw your consent for us to use your personal information. Should you wish to do any of these things please send us an [email](#).

You have the right to [unsubscribe](#) from receiving marketing material from us.

Should you feel that we have failed to comply with data protection legislation, you have the right to lodge a complaint to [Information Regulator](#).