



Data Collection Specialists

PRIVACY USES POLICY

We are committed to protecting your personal information and your right to privacy. If you have any questions or concerns about our policy or our practices concerning your personal information, please contact us at abuse@Insurvey.co.za.

When you visit our website or mobile application and use our services, you trust us with your personal information. We take your privacy very seriously. In this privacy policy, we seek to explain to you in the most transparent way possible what information we collect, how we use it, and what rights you have concerning it.

Please read this privacy policy carefully as it will help you make informed decisions about sharing your personal information with us. If there are any terms in this privacy policy that you do not agree with, please discontinue the use of our Cloud App and our services.

This privacy policy applies to all information collected through our website mobile application and/or any related services, sales, marketing or events in our Cloud App.

Services provided by us may only be used for lawful purposes. You agree to comply with all applicable laws, rules, and regulations in connection with your use of the services. Any material or conduct that in our judgment violates this policy in any manner may result in suspension or termination of the services or removal of the user's account with or without notice.



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1. WHAT INFORMATION DO WE COLLECT?

1.1. The personal information you disclose to us:

In Short: We collect personal information that you provide to us such as name, address, contact information, passwords and security data, payment information, and social media login data. We collect personal information that you voluntarily provide to us when registering on the Cloud-App, expressing an interest in obtaining information about us or our products and services, when participating in activities on the Cloud-App (such as posting messages in our online forums or entering competitions, contests or giveaways) or otherwise contacting us.

The personal information that we collect depends on the context of your interactions with us and the Services or Cloud-Apps, the choices you make and the products and features you use. The personal information we collect can include the following:

Publicly Available Personal Information. We collect first name, maiden name, last name, nickname, phone numbers, email addresses, and other similar data. Personal Information Provided by You. We collect app usage, data collected from surveys, and other similar data. Credentials. We collect passwords, password hints, and similar security information used for authentication and account access. All personal information that you provide to us must be true, complete and accurate, and you must notify us of any changes to such personal information.

1.2. Information automatically collected:

In Short: Some information such as IP address and/or browser and device characteristics is collected automatically when you visit our Cloud App. We automatically collect certain information when you



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visit, use or navigate the Cloud App. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our Cloud-App and other technical information. This information is primarily needed to maintain the security and operation of our Cloud-App, and for our internal analytics and reporting purposes.

Online Identifiers: We collect devices and other similar data. Information collected through our Cloud App

In Short: We may collect information regarding your mobile device, and push notifications when you use our apps. If you use our Cloud App, we may also collect the following information:

Mobile Device Data: We may automatically collect device information (such as your mobile device ID, model and manufacturer), operating system, version information and IP address. Push Notifications. We may request to send you to push notifications regarding your account or the mobile application. If you wish to opt-out of receiving these types of communications, you may turn them off in your device's settings.

2. HOW DO WE USE YOUR INFORMATION?

In Short: We process your information for purposes based on legitimate business interests, the fulfilment of our contract with you, compliance with our legal obligations, and/or your consent. We use personal information collected via our Cloud App for the business purposes described below. We process your personal information for these purposes in reliance on our legitimate business interests, to enter or perform a contract with you, with your consent, and/or for



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compliance with our legal obligations. We indicate the specific processing grounds we rely on next to each purpose listed below.

2.1. We use the information we collect or receive:

To facilitate account creation and logon process. If you choose to link your account with us to a third-party account (such as your Google or Facebook account), we use the information you allowed us to collect from those third parties to facilitate account creation and logon process for the performance of the contract.

To send administrative information to you: We may use your personal information to send you a product, service and new feature information and/or information about changes to our terms, conditions, and policies.

To protect our Services: We may use your information as part of our efforts to keep our Services or Apps safe and secure (for example, for fraud monitoring and prevention).

To enable user-to-user communications: We may use your information to enable user-to-user communications with each user's consent. To enforce our terms, conditions and policies for Business Purposes, Legal Reasons and Contractual.

To respond to legal requests and prevent harm: If we receive a subpoena or other legal request, we may need to inspect the data we hold to determine how to respond.

To manage user accounts: We may use your information to manage our account and keep it in working order.



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To deliver services to the user: We may use your information to provide you with the requested service.

To respond to user inquiries/offer support to users: We may use your information to respond to your queries and solve any potential issues you might have with the use of our Services.

3. WILL YOUR INFORMATION BE SHARED WITH ANYONE?

In Short: We only share information with your consent, to comply with laws, to provide you with services, to protect your rights, or fulfil business obligations. We may process or share data based on the following legal basis:

Consent: We may process your data if you have given us specific consent to use your personal information for a specific purpose.

Legitimate Interests: We may process your data when it is reasonably necessary to achieve our legitimate business interests.

Performance of a Contract: Where we have entered into a contract with you, we may process your personal information to fulfil the terms of our contract.

Legal Obligations: We may disclose your information where we are legally required to do so to comply with applicable law, governmental requests, a judicial proceeding, court order, or legal processes, such as in response to a court order or a subpoena (including in response to public authorities to meet national security or law enforcement requirements).

Vital Interests: We may disclose your information where we believe it is necessary to investigate, prevent, or take action regarding potential violations of our policies, suspected fraud, situations involving potential threats to the safety of any person and illegal activities, or as evidence in litigation in which we are involved.



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More specifically, we may need to process your data or share your personal information in the following situations:

Business Transfers. We may share or transfer your information in connection with or during negotiations of, any merger, sale of Insurvey (Pty) Ltd. assets, financing, or acquisition of all or a portion of our business to another Insurvey (Pty) Ltd. subsidiary/entity.

4. DO WE USE COOKIES AND OTHER TRACKING TECHNOLOGIES?

In Short: We do not use cookies and other tracking technologies to collect and store your information.

5. IS YOUR INFORMATION TRANSFERRED INTERNATIONALLY?

In Short: We may transfer, store, and process your information in countries other than your own. Our servers are in South Africa. If you are accessing our Cloud App from outside South Africa, please be aware that your information may be transferred to, stored, and processed by us in our facilities and by those third parties with whom we may share your personal information (see "WILL YOUR INFORMATION BE SHARED WITH ANYONE?" above), in and other countries.

If you are a resident in the European Economic Area, then these countries may not have data protection or other laws as comprehensive as those in your country. We will, however, take all necessary measures to protect your personal information under this privacy policy and applicable law. More specifically, Insurvey (Pty) Ltd. observes the general principle of Binding Corporate Rules (BCR) for an intra-group data protection policy with regards to transfers of personal data outside the European Union.



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EU-U.S. Privacy Shield Framework:

In particular, Insurvey (Pty) Ltd. complies with the EU-U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information transferred from the European Union to the United States and has certified its compliance with it. As such, Insurvey (Pty) Ltd. is committed to subjecting all personal information received from the European Union (EU) member countries, in reliance on the Privacy Shield Framework, to the Framework's applicable Principles. To learn more about the Privacy Shield Framework, visit the U.S. Department of Commerce's Privacy Shield List.

Insurvey (Pty) Ltd. is responsible for the processing of personal information it receives, under the Privacy Shield Framework, and subsequently transfers to a third party acting as an agent on its behalf. Concerning personal information received or transferred under the Privacy Shield Framework, Insurvey (Pty) Ltd. is subject to the regulatory enforcement powers of the U.S. FTC. In certain situations, we may be required to disclose personal information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

6. HOW LONG DO WE KEEP YOUR INFORMATION?

In Short: We keep your information for as long as necessary to fulfil the purposes outlined in this privacy policy unless otherwise required by law. We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy policy unless a more extended retention period is required or permitted by law (such as tax, accounting or other legal requirements). No purpose in this policy will require us to keep your personal information for longer than 30 days past the termination of the user's account.



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When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise it, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

7. HOW DO WE KEEP YOUR INFORMATION SAFE?

In Short: We aim to protect your personal information through a system of organisational and technical security measures. We have implemented appropriate technical and organisational security measures designed to protect the security of any personal information we process. However, please also remember that we cannot guarantee that the Internet itself is 100% secure. Although we will do our best to protect your personal information, the transmission of personal information to and from our Cloud App is at your own risk. You should only access the services within a secure environment.

We continuously interact and collaborate with our sub-processors to certify compliance with various privacy legislation to ensure the safety and protection of your data. All personal data/information is securely stored in our customer database. We authorize access to personal data/ information only for those employees who require it to fulfil their job responsibilities.

Sub-processors on behalf of Insurvey (Pty) Ltd. for hosting and storing data in South Africa

xneelo Ltd (previously called Hetzner Ltd)

<https://www.xneelo.co.za/>

<https://xneelo.co.za/help-centre/aounts-and-payments/xneelos-popia-compliance/>

Company information on GDPR and privacy legislation



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<https://www.xneelo.co.za/help-centre/products-and-services/data-protection-gdpr/>

<https://www.xneelo.co.za/help-centre/products-and-services/dpa-requirement/>

8. DO WE COLLECT INFORMATION FROM MINORS?

In Short: We do not knowingly collect data from or market to children under 18 years of age. We do not knowingly solicit data from or market to children under 18 years of age. By using the Cloud-App, you represent that you are at least 18 or that you are the parent or guardian of such a minor and consent to such minor dependent's use of the Cloud-App. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to delete such data from our records promptly. If you become aware of any data, we have collected from children under the age of 18, please contact us at abuse@Insurvey.co.za.

9. PRIVACY

Users of our services expect that all information and their responses will be handled with care, respectfully and not be abused. You are therefore responsible to ensure that you comply with all the data protection laws and regulations in your respective country concerning any data submit or collect from our services.

9.1. PROTECTION OF PERSONAL INFORMATION ACT – SOUTH AFRICA?

The purpose of this Act is to –

1. Give effect to the constitutional right to privacy, by safeguarding personal information when processed by a



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responsible party, subject to justifiable limitations that are aimed at—

Balancing the right to privacy against other rights, particularly the right of access to information; and

Protecting important interests, including the free flow of information within the Republic and across international borders;

2. Regulate how personal information may be processed, by establishing [conditions](#), in harmony with international [standards](#), that prescribe the minimum threshold requirements for the lawful processing of personal information;
3. Provide persons with [rights](#) and remedies to protect their personal information from processing that is not under this Act; and
4. establish voluntary and compulsory measures, including the establishment of an [Information Regulator](#), to ensure respect for and to promote, enforce and fulfil the rights protected by this Act.

9.2. WHAT ARE YOUR PRIVACY RIGHTS?

In Short: In some regions, such as the European Economic Area, you have rights that allow you greater access to and control over your personal information. You may review, change, or terminate your account at any time. In some regions (like the European Economic Area), you have certain rights under applicable data protection laws. These may include the right (i) to request access and obtain a copy of your personal information, (ii) to request rectification or



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erasure; (iii) to restrict the processing of your personal information; and (iv) if applicable, to data portability. In certain circumstances, you may also have the right to object to the processing of your personal information. To make such a request, please use the contact details provided below. We will consider and act upon any request under applicable data protection laws.

If we are relying on your consent to process your personal information, you have the right to withdraw your consent at any time. Please note, however, that this will not affect the lawfulness of the processing before its withdrawal. If you are resident in the European Economic Area, and you believe we are unlawfully processing your personal information, you also have the right to complain to your local data protection supervisory authority. You can find their contact details here: http://ec.europa.eu/justice/dataprotection/bodies/authorities/index_en.htm.

9.3. WHAT ARE YOUR RESPONSIBILITIES

You are responsible for the information/content you share or upload, including customer data, conduct, and communications with others while using our service. You must comply with the following requirements when using the Services.

It is imperative that you comply with the requirement outlined below when using our services, and should we become aware that your information/content and or customer data falls outside the boundaries of what is acceptable under this policy, we will either remove it or report it or both.

- You must not use our services to commit unlawful activity or any activity that may lead to mental health, physical damage, death and personal injury.



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- You must not provide any individual under the age of 16 years or who does not have or qualify for an identity document with access to our services
- You must buy/purchase, use and access our services to build a competitive services/system or for any other competitive purposes.
- By accessing our services, you must not misuse by interfering with their normal operation and attempting to access our service using a method other than through the instructions and interfaces that we have provided and shared with you or your organisation.
- You must not probe, scan and test the vulnerability and security of our service and or any system and network unless there is a written authorization from Insurvey.
- You must not in any way bypass or attempt to bypass any limitations imposed by Insurvey on the use of our services or your account, and this includes opening a new account to create and distribute an application, survey, form/s and questionnaires that as a result of a violation of our policy, we have closed.
- You must not use any software and automated system to extract data from our system or website or other interfaces through which we make our services available.
- Through our services and system, you must not transmit and store any viruses and malware or any types of malicious software or links to such software.
- You must not resell or lease any of our services through your subscription unless there is a prior written authorization



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from Insurvey.

- In terms of compliance, if the use of our services requires you to comply with industry-specific regulations applicable to such us in your country, you are solely responsible for such compliance. Without any written authorization from Insurvey, you must not use our service in such a way that it subjects Insurvey to those industry-specific regulations.
- We may provide content/material/services that are provided by third parties. You must use that content or material or services solely in your content.
- You must not engage in any abusive or excessive usage of our service.
- Only valid email addresses are required to register an account, and you must not register an account using a temporary email address or an unauthorised method.
- You must not transmit information/content that contains false, inaccurate and intentionally deceptive information that will cause public harm and safety.
- Insurvey has the right to terminate or suspend your account at our discretion if we determine that you have violated any of our policies by causing reputational damage.

9.4. Account Information:

If you would at any time like to review or change the information in your account or terminate your account, you can:

Log into your account settings and update your user account settings in the Cloud-App (if applicable in the Cloud-App version).

Contact us using the contact information provided.



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Upon your request to terminate your account, we will deactivate or delete your account and information from our active databases. However, some information may be retained in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our Terms of Use and/or comply with legal requirements as per the Information Regulator.

South Africa Information Regulator:

Contact: +27 12 406 4818

Fax: +27 86 500 3351

Email: infoereg@justice.gov.za

9.5. Prohibited use

You may not use the services to publish content or engage in activity that is illegal under applicable law, that is harmful to others, or that would subject us to liability, including, without limitation, in connection with any of the following, each of which is prohibited under this AUP:

- Phishing or engaging in identity theft
- Distributing computer viruses, worms, Trojan horses, or other malicious code
- Distributing pornography or adult related content or offering any escort services
- Promoting or facilitating violence or terrorist activities
- Promoting hate speech
- Infringing the intellectual property or other proprietary rights of others



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9.6. Enforcement

Your services may be suspended or terminated with or without notice upon any violation of this policy. Any violations may result in the immediate suspension or termination of your account.

10. DATA BREACH

Privacy breaches are when there is unauthorised access to or collection, use, disclosure or disposal of personal information. You will be notified about data breaches when Insurvey (Pty) Ltd. believes you are likely to be at risk of serious harm. For example, a data breach may be likely to result in serious financial harm or harm to your mental or physical well-being. If Insurvey (Pty) Ltd. becomes aware of a security breach which has resulted or may result in unauthorised access, use or disclosure of personal information Insurvey (Pty) Ltd. will promptly investigate the matter and notify the applicable Supervisory Authority not later than 72 hours after having become aware of it unless the personal data breach is unlikely to result in a risk to the rights and freedoms of natural persons.

11. CONTROLS FOR DO-NOT-TRACK FEATURES

Most mobile operating systems and mobile applications include a Do-Not-Track ("DNT") feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. No uniform technology standard for recognising and implementing DNT signals has been finalised. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we



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must follow in the future, we will inform you about that practice in a revised version of this privacy policy.

12. DO WE MAKE UPDATES TO THIS POLICY?

In Short: Yes, we will update this policy as necessary to stay compliant with relevant laws. We may update this privacy policy from time to time. The updated version will be indicated by an updated "Revised" date, and the updated version will be effective as soon as it is accessible. If we make material changes to this privacy policy, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this privacy policy frequently to be informed of how we are protecting your information.

13. HOW CAN YOU CONTACT US ABOUT THIS POLICY?

If you have questions or comments about this policy, you may email us at abuse@Insurvey.co.za

14. HOW CAN YOU REVIEW, UPDATE, OR DELETE THE DATA WE COLLECT FROM YOU?

Based on the laws of some countries, you may have the right to request access to the personal information we collect from you, change that information, or delete it in some circumstances. To request to review, update, or delete your personal information, please email us at abuse@Insurvey.co.za. We will respond to your request within 30 days.

The End!