

PRIVACY POLICY

Effective from Date: 01 June 2019

PIL DM (PTY) LTD is committed to protecting your privacy, and takes its responsibilities regarding the security of customer information very seriously. This policy explains how we use customer information and how we protect your privacy.

1. Use of Customer Information We require certain information to allow us to process your business offering. PIL Community (our product from here on known as PIL) collects the details provided by you, together with information we learn about you from your use of our mobile service and your visits to our web site and other sites accessible from them. We also collect information about the transactions you undertake including details of payment types used.

We may collect additional information in connection with your participation in any promotions or competitions offered by us and information you provide when giving us feedback.

We will use your information to provide and personalise our service. We will also use your contact details to communicate with you. We may use your information to send you offers and news about PIL products and services or those of other carefully selected companies which we think may be of interest to you. We may contact you by post, email, phone (including SMS) for these purposes. Your confirmation e-mails (which may include details of services provided or other services executed through our websites) may include marketing material which we may feel will be of interest to you from other third parties.

Your data may be used for the following purposes: accounting, billing and audit, credit or other payment verification and screening, service performed and the quality of service, safety, security, health, administrative and legal purposes, statistical and marketing analysis, systems testing, maintenance and development, customer surveys, customer relations and to help us in any future dealings with you, for example by identifying your requirements and preferences.

We like to receive feedback from our customers to help us improve our service. We may contact you by post, e-mail or phone to ask your opinions.

Please note there may be instances where it may be necessary for us to communicate

with you for administrative or operational reasons relating, for example, to advising you of alterations to services.

We may also use and analyse the information that we collect so that we can administer, support, improve and develop our business.

The information that you provide to us will be held in our systems, which are located on our premises or those of an appointed third party. We may also allow access to your information by other third parties who act for us for the purposes set out in this policy or for other purposes approved by you.

2. Site tracking We use tracking software to monitor customer mobile usage patterns and PIL website usage to help us develop the design and layout of the site to better meet the needs of visitors to PIL. This software does not enable us to capture any personally identifying information.

3. Security to protect your information and data retention When you log an incident, require service, assistance or enter personally identifying information, your details are transmitted across the internet securely using high-grade encryption (128 bit).

Furthermore, as required by the Protection of Personal Information Act 4 of 2013 (the Act), we follow strict security procedures in the storage and disclosure of information which you have given us, to prevent unauthorised access. Our security procedures mean that we may request proof of identity before we are able to disclose sensitive information to you.

In the circumstances set out in this policy where PIL passes your information to a third party, we will ensure that the security measures that such party has in place in relation to the processing of your data are at least as stringent as those employed by PIL. This does not apply where we are required by law to pass your information to a third party.

We will retain your information for a reasonable period or as long as the law requires.

4. Cookies. Cookies are small pieces of information that are stored by your browser or mobile application on your computer's/mobile storage unit. They enable PIL to provide features such as remembering aspects of your last request to make subsequent searches faster. Cookies can be deleted from your storage unit if you wish. Most web browsers and mobile applications automatically accept cookies, but you can change your settings to prevent that. Even without a cookie you can use most of the features on the web site or our mobile application. Our cookies do not contain any personally identifying information.

Cookies are also used in email messages you have agreed to receive and at our website to help us measure the effectiveness of our service and how visitors use our facilities. If you do not want to help us learn how to improve our offers and marketing strategy, you can “opt-out” of this email cookie. If you click on a link in the e-mail, we may set a cookie on your browser.

If you visit PIL as a result of clicking on a link, we are able to understand how you interact with the pages of our products through the combination of the cookie and pixels set on the pages of our products. This enables us to understand what interested you in our emails and what did not, and what interests you about our products and what does not. We can then try to send you more interesting information in the future. Please note that this information is for our use only – we do not disclose or share this information with any third parties. If you do not wish this to happen, you can change the cookie settings in your browser.

5. Use of pixels. In order to understand how our customers interact with the emails and the content that we send, we use pixels in the email in order to understand who has opened the message. In order to provide our content in the most interesting way, we may also use pixels to learn whether you can receive emails in text or html form.

6. Disclosure to third parties. Your information may be passed to and used by PIL IT (PTY) LTD. From time to time, we make certain third party offers available through our site. If you choose to accept such an offer, we will disclose your contact and billing information to the third party who made the offer available to you.

PIL passes personal data, which includes information about your method of payment and service offerings, to the credit or debit card company that issued the card with which you offer your services or, to other payment institutes. For your convenience and information the PIL website and mobile application provides links to other websites. PIL would like to make you aware that these sites may have different security and privacy policies and that we have no control over and take no responsibility for any information contained in these sites.

7. Your consent. In using the PIL web site and mobile application, you consent to the collection and use of this information by PIL DM (PTY) LTD in the ways described above.

If you have any further questions about our Privacy Policy or its implementation, please contact our customer services department. If we decide to change our Privacy Policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it and in what circumstances we disclose it.