

## Privacy policy document for the BetterGroup website

### 1. **What information do we collect**

In general, you can use this website without giving us any information. Any domain name information that we collect is not used to personally identify you but is instead aggregated to measure the number of visits, average time spent on the website, pages viewed. We use this information to measure the use of our website and to improve its contents. However, additional services may be available if we have certain information about you.

We may collect the following information:

- any information which you are asked for in the registration section of this website, for the purposes of registering your use of any of our online services;
- your name and contact information, including email address and company details;
- information regarding your personal or professional interests, demographics, experiences with our products and contact preferences in order to provide you with further correspondence about our products and services.

When you register with us to use any of our online services, we collect the information which you are asked for in the registration section. We will keep a record of which products and services you are interested in.

### 2. **What do we do with the information we collect?**

We use this information to provide you with a better service, and in particular for the following reasons:

- providing services you have requested and notifying you about important changes or developments to these services;
- responding to you enquiries and complaints or to process your requests in relation to your information;
- to follow up as part of our customer care procedures;
- updating our records about you;
- internal record keeping;
- administering offers;
- to improve our products and services;
- crime detection prevention and prosecution;
- competitions and other promotions;
- evaluating the effectiveness of our marketing and for research, training and statistical analysis with the aim of improving our services;
- making our website easier for you to use and providing you with access to certain parts of the website; and
- to contact you for market research purposes.

At the time you provide us with any information in response to a request from us, our request will provide you with specific information as to how we will use such information.

Other than for the direct marketing purposes referred to in section 5 and 6 below, we may contact you by e-mail, phone, fax or mail in relation to the purposes set out in this section and by providing such information you are deemed to have agreed to us contacting you by these methods of communication. We will continue to contact you by way of such methods until you advise us in writing you no longer wish to be contacted by certain methods. Please note you are required to accept at least one of the above methods as your chosen method of receipt of communication from us.

We will not pass your details to anyone else (other than on the basis set out in section 3 below).

**3. Whom do we share this information with**

We will not transfer, disclose, sell, distribute or lease your personal information to third parties other than on the following basis:

- to our subsidiaries, associated companies or parent company (or subsidiaries thereof) or a purchaser or potential purchaser of our business;
- where we have your permission;
- where we are required to do so by law;
- where it is needed by our agents, advisors or others involved in running accounts and services for you or in undertaking activities linked to the operation of such services or accounts on our behalf; or
- where the transfer or disclosure would otherwise be in compliance with the requirements of South African legislation.

**4. How to get copies of or amend the information we have collected**

You may request details of personal information, which we hold about you under South African legislation. A small fee will be payable. If you would like a copy of the information held on you please write to the Manager Information Systems (IT) at PO Box 3695, Northcliff, 2115 or per email [info@betterbond.co.za](mailto:info@betterbond.co.za). If you think any information we have about you is incorrect or incomplete, please write or e-mail us as soon as possible. We will correct or update any information as soon as possible.

**5. Direct marketing**

We would like to provide you with information about new products, promotions, special offers and other information, which we think you may find interesting. We may send you such information by mail or telephone in accordance with the information you have provided to us where you have registered for our on-line services. When you provide us with any personal information, you will be given the option to let us know that you do not want your information used for direct marketing purposes. If you request this option, we will not send you any direct marketing.

If we are providing you with services you will also be subject to the specific terms and conditions relating to the product and/or services you are being provided with and these terms will include additional information as to how we may contact you.

You can change your mind at any time by contacting the Manager Information Systems (IT) at PO Box 3695, Northcliff, 2115 or per email: [info@betterbond.co.za](mailto:info@betterbond.co.za)

We will continue to provide you with marketing material through by specific methods of communication where you have signed up to the applicable preference service in respect of such method.

**6. Email marketing**

We would also like to provide you with the information above by email. However, we appreciate that email "spam" has become a problem in recent years. If you are a customer or you have previously asked us for information on our products, we may send you information on our range of products by email, unless you have asked us not to do so. If the reason you have given us personal information is to receive email information from us, we will continue to provide this information by email unless you ask us not to do so.

If, in providing us with your personal information you have agreed to us using such information to provide you with details of products or services that we consider may be of interest to you by way of e-mail, we will continue to provide this information by e-mail unless you ask us not to do so.

If you are a new customer, we will only send you marketing information by e-mail if, as part of the registration for our on-line services, you have agreed to the receipt of marketing material from us on such a basis.

If we are providing you with services, you will also be subject to the specific terms and conditions relating to the product and/or services you are being provided with and these terms will include additional information as to how we may contact you.

We will continue to provide you with marketing material through by specific methods of communication where you have signed up to the applicable preference service in respect of such method.

## 7. **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect on line.

## 8. **Linking**

We may link to other websites that are not within our control. Once you have left our website, we cannot be responsible for the protection and privacy of any information which you provide. You should exercise caution and look at the privacy statement applicable to the website in question.

## 9. **Cookies**

We use cookies on our website. Cookies are files that store information on your hard drive or browser that means that our website can recognise that you have visited our website before. They make it easier for you to maintain your preferences on the website, and by seeing how you use the website, we can tailor the website around your preferences and measure usability of the website. You can, should you choose, disable the cookies from your browser and delete all cookies currently stored on your computer.