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## SYMBIOTIX GROUP PRIVACY POLICY

We take privacy seriously, as securing people, property and information and protecting them from unethical activity is an essential part of the service that we provide our clients.

We are committed to the protection and lawful processing of personal data and in this policy we describe how your personal information is collected, used, and shared when you visit [www.symbiotix.co.za](http://www.symbiotix.co.za) (the "Site").

### PERSONAL INFORMATION WE COLLECT

When you visit the Site, certain information about your device is automatically collected , including information about your web browser, IP address and some of the cookies that are installed on your device. As you browse the Site, we collect information about the individual web pages that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer to this automatically-collected information as "Device Information."

We collect Device Information using the following technologies:

- "Cookies" are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.
- "Log files" track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.
- "Web beacons", "tags" and "pixels" are electronic files used to record information about how you browse the Site.

Additionally, when you make contact with us by completing a contact request form on the Site, we collect certain information from you, such as your name, email address and phone number. We refer to this information as "Contact Information".

When we talk about "Personal Information" in this Privacy Policy, we are talking both about Device Information and Contact Information.

[www.symbiotix.co.za](http://www.symbiotix.co.za)

Directors: C. Horne, R. Horne, CJ. van der Merwe

## **HOW DO WE USE YOUR PERSONAL INFORMATION?**

We use the Contact Information that we collect to respond to your queries and provide you with requested information regarding our products and services.

We use the Device Information that we collect to help us screen for potential risk and fraud and more generally to improve and optimize our Site (for example, by generating analytics about how our customers browse and interact with the Site, and to assess interest in our content and the success of our marketing campaigns).

We share your Personal Information with third parties to help us use your Personal Information, as described above. For example, we use Google Analytics to help us understand how our customers use the Site – you can read more about how Google uses your Personal Information here: <https://www.google.com/intl/en/policies/privacy/>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>. We will never sell your personal information to a third party.

Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant, or other lawful requests for information we receive, or to otherwise protect our rights.

## **YOUR RIGHTS**

You have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below.

## **DATA RETENTION**

When you submit a contact request via the Site, we will maintain your contact information for our records unless and until you ask us to delete this information. We do not create automatic mailing lists via the Site.

## **CHANGES**

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal, or regulatory reasons.

## **OUR INFORMATION OFFICER (DATA PROTECTION REPRESENTATIVE)**

We have an Information Officer to manage this Privacy Policy and ensure that we are complying with our privacy and data protection obligations. Our Information Officer is a resource who will answer any questions and respond to any concerns about this Policy.

Bimal Rambarath is the Symbiotix Group Information Officer, and you can contact him at [bimal@symbiotix.co.za](mailto:bimal@symbiotix.co.za).