

## **POPIA - PRIVACY NOTICE**

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”).

SymbioLab (Pty) Ltd is committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

### **Definition of personal information:**

According to the Act “personal information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person.

- Names and surnames.
- Business or company name.
- All addresses including business, residential, postal and email addresses.
- Contractual information.

### **The information we collect:**

We collect information from the source documents provided by yourselves or the dispatching party of shipments or any information supplied in order for us to provide a quotation or pricing.

### **How we use your information:**

We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal purposes.

### **The Company may use Personal Data for the following purposes:**

- To provide and maintain our Service, including to monitor the usage of our Service.
- To manage Your Account or manage your account access.
- For the performance of a contract.
- To contact you: To contact you by email, telephone calls, SMS, or other equivalent forms of electronic communication, such as a mobile application’s push notifications regarding updates or informative communications related to the functionalities, products or contracted services, including the security updates, when necessary or reasonable for their implementation.
- To manage your on-line (via our website) requests such as quotations, invoices or statements on your account.
- To confirm and verify your identity or to verify that you are an authorised user / personnel for security purposes.
- For the detection and prevention of fraud, crime, money laundering or other malpractice.
- In connection with legal proceedings as well as for audit and record keeping purposes.

### **Disclosure of information:**

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you.

### **We may also disclose your information:**

Where we have a duty or a right to disclose in terms of law or industry codes. Where we believe it is necessary to protect our rights.

## **Information Security:**

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

### **Our security policies and procedures cover:**

- Physical security.
- Computer and network security.
- Access to personal information.
- Secure communications.
- Security in contracting out activities or functions.
- Retention and disposal of information.
- Acceptable usage of personal information.
- Governance and regulatory issues.
- Monitoring access and usage of private information.
- Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

### **Access to information:**

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us (contact details as per our website) and specify which information you require.

We will provide you with the required information based on the process and procedure as set out in our Privacy Policy.

### **Correction of your information:**

You have the right to ask us to update, correct or delete your personal information. We will require a written instruction in terms of the act before making any changes.