

Privacy Policy

Our Approach to Your Privacy

MYCALLING PTY LTD will protect your personal information:

MYCALLING PTY LTD is committed to respecting and maintaining privacy and security of clients' personal information (collectively Personal Information / Information) provided on the website, www.mycalling.co.za (the Website). The steps taken in safeguarding your privacy (the Approach) outline **MYCALLING PTY LTD's** practices and commitment to its clients. **MYCALLING PTY LTD** takes all reasonable steps to align business practices to the terms of this statement.

MYCALLING PTY LTD values you as a client. We'll treat all your Personal Information as private and confidential and deal with your Information in a responsible and lawful manner. We'll do our best to prevent unauthorised access to your Personal Information. The information collected is essential to our unique assessment process and will only be used to assess suitability for specific positions with the partners of **MYCALLING PTY LTD**.

MYCALLING PTY LTD is required by law, to process and maintain your Personal Information to prescribed standards or generally accepted information management practices (including prescribed retention periods) to ensure that your information is complete, accurate, up to date and secure.

Your Personal Information will not be disclosed to any third party except in the normal course of our business or where we are legally required to do so.

You can request a copy of your Personal Information that we have on record at any time. You can inform us in writing of any inaccuracies in the Information and subject to verification, we will correct your Information.

How MYCALLING PTY LTD uses your Personal Information:

1. You can explore selected services on the Website without the need for Personal Information from you. We do, however, gather and analyse information on our visitors' routine use of the Website. We use this information to monitor which areas of the Website are performing well, to assist us with developing valued services. To do this, the Website servers will collect the IP address of your computer, but not the email address or any other distinguishing information.

2. We may collect and subsequently process certain Personal Information. The purpose of this is to enable **MYCALLING PTY LTD** to:

- Respond to queries or requests submitted by you;
- Process assessments;
- Create profiles that may be of interest to our partners;
- Create products and services that may meet your future requirements;
- Verify specific information that you have consented to;
- Resolve problems with services previously rendered;
- Compile non-personal statistical information about browsing habits, click-patterns and access to the **MYCALLING PTY LTD** Website;
- Tell you about new products and services.

3. From time to time **MYCALLING PTY LTD** may undertake online **client** care surveys to help enhance service standards. When conducting surveys, **MYCALLING PTY LTD** will inform clients how the information gathered will be used, and will provide an opportunity to opt out from such surveys.

4. **MYCALLING PTY LTD** could at some point in the future enter into business arrangements whereby its client base is a key asset. In such an event, Personal Information could be one of the transferable assets. If the ownership of **MYCALLING PTY LTD** changes, your Personal Information will be transferred to the new owners who will be bound to treat your Information with the same level of care. They will notify you if they plan to do anything different with your information.

5. When marketing services or products, **MYCALLING PTY LTD** will only collect, process, maintain, disclose or otherwise deal with your Personal Information with your consent. Consent to collect or use information will be obtained by signing an agreement, clicking the "I agree" icon or voice recorded acceptance. From time to time other electronic forms of acceptance such as USSD and Webchat options may be added as acceptable consent options.

6. **MYCALLING PTY LTD** may collect, process, maintain, disclose or otherwise deal with your Personal Information, without your knowledge and consent if:

A. Required by law.

When **MYCALLING PTY LTD** is requested to provide personal information as part of legal proceedings, it has to comply but will only do so after having verified that it is a legitimate legal request. Under these circumstances **MYCALLING PTY LTD** will only disclose the Personal Information specifically requested.

B. Necessary to protect MYCALLING PTY LTD's interest

This will not be used as a reason for disclosing Personal Information about a client or a client's accounts (including name and address) to anyone else for marketing purposes. However, basic risk control and other procedures that protect **MYCALLING PTY LTD's** interests may lead to the disclosure of specific clients' information. These instances are limited and the disclosure of information will be restricted to what is reasonably required in the circumstances.

C. In the public interest

MYCALLING PTY LTD may be required to disclose Personal Information where it is for public interest (e.g. to assist in the prevention of crimes).

Again **MYCALLING PTY LTD** will take every precaution to ensure the authorities involved are legitimate and have legal grounds to make such a request.

D. For statistical purposes

MYCALLING PTY LTD may process and disclose Personal Information for statistical purposes that does not relate to you or any person specifically (i.e. where the information supplied cannot be linked back to individuals) as it deems appropriate.

MYCALLING PTY LTD hates spam as much as you do:

MYCALLING PTY LTD will never sell your email address to third parties for purposes of email spamming. With your consent, **MYCALLING PTY LTD** may use your Personal Information to inform you of new services or products that may be of interest to you and may from time to time mail, email or SMS information to you about us, our products and services, our partners and their products or services. You can contact us at any time and we will remove you from our mailing list if these updates are not of interest to you.

We will leave you alone if you want us to:

MYCALLING PTY LTD offers the client the opportunity to opt out of receiving marketing or promotional communications from us. This can be done by way of a single click cancellation from all email communications (unsubscribe) facility.

Technology and security on the website:

MYCALLING PTY LTD have established appropriate physical and technological controls to prevent unauthorised access, maintain data integrity, ensure the appropriate use of information, and safeguard the Personal Information you provide to us. These controls are updated on an ongoing basis to ensure they remain appropriate and relevant.

Security:

MYCALLING PTY LTD has deployed latest technology and security measures to protect against the loss, misuse or changes to the Information under our control, by unauthorised third parties. Therefore, all interactions with our online services are encrypted to international standards. Personal Information encryption includes names and addresses transmitted over the Internet.

MYCALLING PTY LTD's Internet servers are protected by firewalls and penetration testing systems and access to these servers is restricted to authorised personnel only. The **MYCALLING PTY LTD** client database is backed up on a regular basis, and our services do not allow anonymous or otherwise unauthenticated access at any time.

MYCALLING PTY LTD regularly tests the effectiveness of the security of our systems and responds to any threats that may be detected.

We know that no data transmission over the Internet can be guaranteed 100% secure, but **MYCALLING PTY LTD** will continue to employ all reasonable measures to safeguard your Information under our control.

Password(s):

Access to the Online Service(s) is password protected. You undertake to keep your password secure and warrant that you will not permit any other person to access the Online Services utilising your password. The safety and security of your passwords is solely your responsibility and you will undertake all reasonable steps to prevent any unauthorised access to the Online Services using your password. You irrevocably agree that **MYCALLING PTY LTD** will not be liable for loss or damages of any nature that you may suffer as a result of the unauthorised use of your password to access the Online Service(s).

Cookies:

Cookies are small bits of information that allow the **MYCALLING PTY LTD** web server to recognise and provide you with a more personal web experience. Cookies are issued by our web server, stored in your web browser and can only be read by our server. The type of information gathered is non-personal

(such as: the IP address of your computer, the date and time of your visit, the pages of our website that you browsed etc.).

MYCALLING PTY LTD may use this data to develop customised services tailored to your individual interests and needs. We also use cookies to save your email and client name so you don't have to re-enter it each time you visit our site. In short cookies assist with providing speedy service and enhancing your experience on the Website. At no point in time will any of your Personal Information be stored in a cookie.

It is possible (depending on the browser you are using), to prevent your browser from accepting any cookies at all. This may however cause certain features of the Website to not function correctly.

Interception of communications:

Subject to the provisions of the Regulation of Interception of Communications (RICA) Act, you hereby agree to **MYCALLING PTY LTD's** right to intercept, block, filter, read, delete, disclose and use all communications sent or posted by the client to the Website, its staff and employees.

Third Party Sites:

The **MYCALLING PTY LTD** Approach to safeguarding your privacy applies only to Personal Information collected at **MYCALLING PTY LTD's** website. Where the **MYCALLING PTY LTD** website contains links to other websites, we will try to link only to sites that share our high standards and respect for privacy but are not responsible for the content, security or privacy practices of other sites. We encourage you to read the privacy Agreement for any site that requests Personal Information from you.

Updating of the statement:

MYCALLING PTY LTD reserves the right to change its approach to safeguarding your privacy at its sole discretion, at any time, without any prior notice to the client, in response to meeting legal requirements and / or dynamic business needs. All amendments to the statement will be made available on the Website, and unless otherwise stated, the current version will replace all previous versions of this statement.

Communication policy:

MYCALLING PTY LTD is transparent. Should you wish to know a little more about the type of records we keep or wish to request specific information from us, you can find the details in our Promotion of Access to Information Manual.