

## PRIVACY NOTICE

### THE PROTECTION OF PERSONAL INFORMATION ACT, NO 4 of 2003

Applico is committed to fulfil its obligations in terms of the Protection of Personal Information Act no 4 of 2013 (“POPI”). Any personal information that is collected and processed will be done fairly and in accordance with the requirements of POPI

#### What information we collect

We collect and process personnel information mainly for purposes of understanding your requirements, contacting you, and delivering services accordingly.

Website usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information.

#### How we use personal information

Personal information will only be used for the purposes for which it was collected and agreed with you. For security purposes, we may need to confirm your identity and verify that you are an authorised user.

We may furthermore use personal information for audit and record keeping purposes, but also for market research or for statistical analysis.

#### Processing and further processing of personal information

It is possible that we may disclose personal information to our contractors or third parties who are involved in the delivery of products or services to our customers. We have agreements in place to ensure that all third parties and operators comply with the same strict privacy requirements as we adopt at the Company.

Should it become necessary for the Company to disclose personal information in terms of a law or to protect our rights, we will inform you accordingly.

#### Information Security

We are committed to providing adequate protection for the personal information we hold and will not allow any unauthorized access and use of personal information. Our security controls and related processes are reviewed regularly to ensure personal information remains secure.

#### Access to / Correction / Deletion of Information

Any person has the right to-

- request a copy of the personal information; or
- request us to update or correct personal information; or
- delete any records of personal information in our possession.

However, to prevent fraud or any malpractice, we will need to verify your identity before providing, updating, correcting, or deleting any personal information. We will therefore require a copy of your Identity Document when personal information is so divulged or processed.

#### How we use Cookies

We use ‘Cookies’, similar technologies and services provided by others to display personalized content, appropriate advertising, and store your preferences on your computer. This includes information about how you logged on and from our website, including your IP address, information about your visit, your device information and how you use our website. This will include the capture of your approximate location information. If you do not wish to have

cookies placed on your computer, set your browser to refuse cookies before using our website. The drawback will be that certain features of the website may not function properly without the aid of cookies.

By continuing to navigate our website without changing your cookie settings, you hereby acknowledge and agree to Applico's use of cookies.

#### **How to contact us**

If you have any queries about this notice or need to contact us regarding our privacy practices, please contact us at [www.applico.co.za](http://www.applico.co.za) /0861-111-600