



PRIVACY POLICY

PREAMBLE

- A. This Privacy Policy is included as part of, and shall be read together with, the Terms and Conditions.
- B. As such, any capitalised terms used herein shall bear the meanings ascribed there to in the terms and conditions of use, unless otherwise defined herein.
- C. This Privacy Policy sets out how CoCre8 uses and protects any information that the user gives to CoCre8 when using this website.
- D. This Privacy Policy applies to CoCre8 and any legal entity, which controls, verifies or makes use of information that may be collected via this website.
- E. A user may visit this site without providing any personal information.
- F. However, where a user does provide its personal information, the user hereby agrees to the use of such data by CoCre8 in accordance with this Privacy Policy.
- G. The user's attention is brought to the fact that this site may contain links to other sites which are not being governed by this Privacy Policy.

1. Personal Information

- 1.1. For purposes of this section, –
 - 1.1.1. "Personal Information" shall bear the meaning attributed thereto in the POPI Act;
 - 1.1.2. "POPI Act" means the Protection of Personal Information Act, No 4 of 2013; and
 - 1.1.3. "Process" and "Processing" shall have the meanings attributed thereto in the POPI Act.
- 1.2. Personal Information is used only for limited purposes (example, when a user registers with the website to request future communications about CoCre8's areas of interest).
- 1.3. CoCre8 may use this Personal Information to create a personal profile to customise its response to further requests or enquiries and to improve this website.
- 1.4. What CoCre8 Collects and Processes

During the user's use of this website or any interactions between the user and CoCre8, CoCre8 may collect the following information from the user:

 - 1.4.1. name and job title;
 - 1.4.2. contact information, including telephone numbers and/or email addresses;
 - 1.4.3. demographic information, such as postcodes, preferences and interests;
 - 1.4.4. any other information relevant to customer surveys and/or offers.
- 1.5. What CoCre8 does with the Personal Information CoCre8 collects and Processes
 - 1.5.1. CoCre8 requires information, including Personal Information to understand the user's needs and provide the user with a better service, and, in more particularity, for the following additional reasons:
 - 1.5.1.1. internal record keeping;
 - 1.5.1.2. improve CoCre8's products and services;
 - 1.5.1.3. periodically send promotional emails about new products, special offers or other information;
 - 1.5.1.4. contact the user for market research purposes; and/or
 - 1.5.1.5. customize the website according to users' interests.
 - 1.5.2. When a user chooses to register online for a CoCre8-hosted event, CoCre8 will use the information the user submits to respond to the user. In addition, the web administrator may, when necessary, use a user's information for various site-related tasks.
- 1.6. CoCre8 will ensure that any marketing activities comply with applicable laws and that it is implemented with procedures to obtain the necessary consent before sending the user's e-mail containing information about the CoCre8's services. The user may at any time request that CoCre8 discontinues sending such material to the user.
- 1.7. Personal Information may be transmitted internationally through CoCre8 or to third parties for the purposes identified above. This will not include transfer to countries without data protection





rules similar to those in effect in the Republic of South Africa. By providing Personal Information to CoCre8 through this website, the user is consenting to such transfers.

- 1.8. Where appropriate, Personal Information may be disclosed to law enforcement, regulatory or other government agencies, or third parties where necessary or desirable to comply with legal or regulatory obligations or requests or for the purposes identified above.
- 1.9. The User's Control of its Personal Information
The user may choose to restrict the collection or use of its Personal Information in the following ways:
 - 1.9.1. whenever the user is asked to complete a form on the website, the user may tick the relevant box to indicate that the user does not want its Personal Information to be used by anybody for direct marketing purposes; and/or
 - 1.9.2. if the user has previously consented to CoCre8 using its Personal Information for direct marketing purposes, the user may revoke this consent at any time by writing to or emailing CoCre8 at talk2us@cocre8.com
- 1.10. CoCre8 will not sell, distribute or lease the user's Personal Information to third parties, unless CoCre8 has the user's consent or is required by law to do so.
- 1.11. Users may change or update any information, including Personal Information, held by CoCre8 by contacting CoCre8 at talk2us@cocre8.com
- 1.12. CoCre8 is committed to ensuring that your privacy is protected. Should the user provide any information, including Personal Information, by which the user can be identified when using this website, such information will only be used in accordance with this Privacy Policy.

2. Cookies

- 2.1. CoCre8 may use cookies (small text files stored in a user's browser) or web beacons (electronic images that allow this website to count users who have accessed a particular page and to access certain cookies) to ensure that the website is well managed and to facilitate improvement of the site.
- 2.2. A cookie is a small file which asks permission to be placed on a user's computer's hard drive. Once the user agrees, the file is added and the cookie helps analyses web traffic or lets the user know when the user visits a particular site. Cookies allow web applications to respond to the user as an individual. The web application can tailor its operations to the user's needs, likes and dislikes by gathering and remembering information about the user's preferences.
- 2.3. CoCre8 uses traffic log cookies to identify which pages are being used. This helps CoCre8 analyse data about web page traffic and improve CoCre8's website in order to tailor it to a user's needs. CoCre8 only uses this information for statistical analysis purposes and then the data is removed from the system.
- 2.4. Overall, cookies help CoCre8 provide the user with a better website, by enabling CoCre8 to monitor which pages the user finds useful and which the user does not. A cookie in no way gives CoCre8 access to the user's computer or any information, including Personal Information, about the user, other than the data the user chooses to share with CoCre8.
- 2.5. CoCre8 or its service-provider(s) may use cookies to collect aggregate data.
- 2.6. CoCre8 may use such devices from time to time to track information on its systems and identify categories of users by items such as IP addresses, domains, browser types and pages visited.
- 2.7. The web administrator uses the information to analyse the number of users of different areas of the site and to ensure that this site is serving as a useful and effective information source.
- 2.8. A user may choose to accept or decline cookies. Most web browsers automatically accept cookies, however, should the user choose to decline cookies or if the user's browser is set to decline cookies, the user may be denied access to some parts of this website.

3. Security / Information Security

- 3.1. CoCre8 has in place reasonable commercial standards of technology and operational security to protect all information, including Personal Information, provided to CoCre8 by users from





loss, misuse, alteration or destruction and in order to prevent unauthorized access or disclosure

- 3.2. All reasonable steps will be taken to secure a user's information.
- 3.3. Authorised employees, who are responsible for the maintenance of any sensitive data submitted, are required to maintain the confidentiality of such data.
- 3.4. The policy applies to all employees of CoCre8.
- 3.5. It is expressly prohibited for any person, business or entity to gain or attempt to gain unauthorised access to any page on this website, or to deliver or attempt to deliver any unauthorised, damaging or malicious code to this website. If a person delivers or attempts to deliver any unauthorised, damaging or malicious code to this website or attempts to gain unauthorised access to any page on this website, a criminal charge will be laid against that person, and, if CoCre8 should suffer any damage or loss, civil damages will be claimed.
- 3.6. CoCre8 is ISO 270001 certified. ISO 27001 is an international standard that defines requirements for an information security management system (ISMS). An ISMS is a framework of controls, policies, procedures legal, physical and technical controls, to manage, and where possible to reduce, risk to an organization's information assets.

4. Child Privacy

CoCre8 recognises the importance of protecting, and takes every measure to protect, children's privacy in the interactive online world.

