

## GENERAL PRIVACY POLICY/STATEMENT

TRADEFED PROPRIETARY LIMITED (Registration Number: 2020/539253/07)

(referred to as “Tradefed” the Company”, “our”, “we”, “us”)

**YOUR CONTINUED USE OF THIS WEBSITE AND OUR SERVICES INDICATES THAT YOU HAVE BOTH READ AND ACCEPT THIS POLICY AND ALL TERMS AND CONDITIONS OR POLICIES INCORPORATED HEREUNDER (I.E THAT ALSO FORM PART OF THESE) (“T&Cs”):**

**See:** Website and Terms of Use Policy: [Terms of Use](#)

**See:** Customer Terms and Conditions of Service: [Terms and Conditions](#)

**See:** Returns Policy: [Return Policy](#)

### **1 INTRODUCTION**

- 1.1 We take the protection of your personal information seriously and want you to feel safe when you are visiting our website and/or engaging with us.
- 1.2 This Policy sets out how we will handle your personal information, as defined under applicable law, and covers any information, including personal and special personal information, that you give to us or which we collect from third parties (“**Personal Information**”).
- 1.3 In carrying out our services, we will use your Personal Information in accordance with this Policy and applicable law.
- 1.4 Whilst we try to balance our legitimate business interests with your reasonable expectation to privacy and to take all reasonable measures to prevent unauthorised access to, or disclosure of your Personal Information, **we cannot guarantee that your Personal Information will be 100% secure.**

### **2 IMPORTANT INFORMATION**

- 2.1 **This Policy will apply whenever you submit Personal Information to the Company, which will include (but is not limited to) when you browse our website, mobile sites, software applications and/or portals (as applicable) or engage with us or take up any of our service offerings or services, (collectively “Services”).**
- 2.2 Your continued use of our Services indicates that you (which may include any representative acting on your behalf) have both read and consented to the terms of this Privacy Policy and hereinafter you shall be referred to as “**you**” or “**your**”). Any reference to “**Tradefed**”, “**we**”, “**our**” or “**us**”, shall (to the extent legally permissible) shall include our directors, officers, employees, representatives, agents, shareholders, affiliates, subsidiaries, holding companies, related entities, advisers, sub-contractors, service providers and suppliers.
- 2.3 **If you do not agree to any of the provisions of this Policy, then you should not submit any Personal Information to the Company. However, we note that if you do not consent to this Policy, or any parts thereof, we may not be able to provide you with our services.**

### **3 SCOPE OF OUR PROCESSING**

### 3.1 *What we Collect*

We may collect information that allows you to be identified, such as:

- (a) your name, age, sex, addresses, e-mail address, bank account details, identity number, electronic identifying data (including the internet address of your domain, cookies, , web forms, IP addresses, activity logs, unique device identifiers and geo-location data); and/or
- (b) sensitive and special categories of personal information (e.g., images).

### 3.2 *How we Collect*

- 3.2.1 You may provide Personal Information to us either directly or indirectly (through and agent or intermediary) or through completing any application/registration form for our services or any Goods or requesting further information about our services or any Goods, whether in writing, through our Website, over the telephone or any other means.
- 3.2.2 We may also collect your personal information from your appointed agent, any regulator, or other third party that may hold such information.

### 3.3 *How we Use Personal Information*

- 3.3.1 We may collect, use, transfer or process your Personal Information:
  - (a) to provide and perform our Services to you (as far as such are applicable) and to improve or evaluate the effectiveness of the Company, its products, services or offerings;
  - (b) to respond to and comply with your instructions, complaints or requests;
  - (c) to operate, develop and manage our website/other platforms;
  - (d) for security (including fraud and crime prevention/reporting), administrative, auditing, operational, marketing and legal or regulatory purposes (which will include complying with any law enforcement agency requests);
  - (e) for operational, marketing, auditing, legal and record keeping requirements;
  - (f) to third parties for reasons set out in this Policy or where it is not unlawful to do so (this may include but is not limited sharing information with prospective buyers or sellers or our business or assets);
  - (g) outside of the country (i.e., trans-border), in accordance with applicable law, including for cloud storage and payment purposes and the use of any of our websites;
- 3.3.2 We may from time to time (and at any time) contact you, by email, phone, text or other electronic means, for market research about services, Goods and offerings available from the Company or specific affiliates or subsidiaries which we believe may be of interest to you, unless you have unsubscribed from receiving such communications. **You can unsubscribe from receiving such communications by clicking here.** [VIEW \(Opt out Link\)](#)

### 3.4 *Disclosure of Personal Information*

- 3.4.1 Your Personal Information may be disclosed with the Company's affiliates, subsidiaries, employees, agents, sub-contractors and selected third parties who process the information on our behalf.
- 3.4.2 We may also disclose your Personal Information to third parties for the purposes of rendering our Services and for the reasons recorded in clause 3.3 above, including any third parties with whom our supplies and services are carried out/provided in conjunction with and/or who are involved in the completion of our supplies and services and who may need to have your Personal Information in order to fulfil your request or the services (e.g. Third party payment

platform providers, trade financiers, cloud service providers and/or application programming interface providers.)

- 3.4.3 Wherever these persons are located outside of the country (and your Personal Information may be transferred cross-border) we will adhere to applicable laws.

### 3.5 Security

While we cannot ensure or warrant the security of any Personal Information you provide us. However, we will continue to maintain and improve our security measures over time and in line with legal and technological developments.

### 3.6 Retention

- 3.6.1 We may store your Personal Information directly or on a central or separate database. If the location of the database is in a country that does not have substantially similar data protection laws, we will take all legally mandatory required steps to ensure that your Personal Information is adequately protected.
- 3.6.2 We may retain your personal information indefinitely, unless you object, in which case we will only retain it if we are permitted or required to do so in terms of applicable law. However, generally, we will not retain your information for longer than is necessary or for the periods required by applicable law.

## 4 YOUR RIGHTS

- 4.1 As a user/data subject, you have certain rights, including the right:
- (a) to access Personal Information stored and processed by us. This may be done by emailing us at the address referred to in clause 5 below;
  - (b) to correct/rectify Personal Information that we hold on your behalf, in instances where such Personal Information is incorrect or incomplete;
  - (c) to erase Personal Information (also known as 'the right to be forgotten'). You can request the deletion or removal of your information where there is no compelling reason for us keep using it. This is not a general right to erase; there are exceptions. For example, we have the right to continue using your personal data if such use is necessary for compliance with our legal obligations or for the establishment, exercise or defence of legal claims;
  - (d) to restrict/suspend processing of Personal Information to only that which is strictly necessary for us to perform our services to you. Please note that this right is limited in certain situations: when we are processing your personal information that we collected from you with your consent you can only request restriction on the basis of: (a) inaccuracy of data; (b) where our processing is unlawful and you don't want your personal information erased; (c) you need it for a legal claim; or (d) if we no longer need to use the data for the purposes for which we hold it. When processing is restricted, we can still store your information, but may not use it further;
  - (e) to complain- if we breach any of the terms of this Privacy Policy, to complain to the requisite data protection authority in South Africa or the competent authority in your applicable jurisdiction;
  - (f) to withdraw your consent at any time, if the processing of the Personal Information is based on consent;
  - (g) to object to processing of Personal Information if such processing is based on legitimate interests; and
  - (h) to object to the processing of Personal Information for direct marketing purposes.

## 5 COMPLAINTS

- 5.1 If, you wish to raise a complaint regarding the processing of your Personal Information then please **first reach out to the Company's designated Information Officer at: [info@tradefed.co.za](mailto:info@tradefed.co.za)**
- 5.2 **However, if you are still unsatisfied with how we have handled your Personal Information, you can lodge your complaint with the Information Regulator or authority in the applicable and relevant country. We are happy to share further information or guidance in this regard should you need it.**
- 5.3 The South African Information Regulator's contact details are set out below.
- The Information Regulator  
Contact Details: Tel: 012 406 4818  
Fax: 086 500 3351  
Email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)  
Website: <https://www.inforegulator.org.za/>

## 6 INDEMNITY

**Without derogating from any other limitations of liability or indemnifications agreed to between us, in agreeing to the provisions of this Policy, you hereby unconditionally agree to indemnify us against any liability that may result from the processing of your Personal Information, including any loss, damage or injury arising from any inaccurate or incomplete Personal Information provided to us by the you and/or any third party and/or any unintentional disclosure of your Personal Information to any unauthorised persons.**

## 7 COOKIES

- 7.1 We use cookies. A cookie is a small piece of information stored on your computer, smart phone or device by the web browser for record-keeping purposes. Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyse our services.
- 7.2 **You can view and edit your cookies by looking in the cookies' directory of your browser installation. Permanent cookies are not required for the website to work but may enhance your browsing experience. Likewise, if you do not accept cookies, you may not be able to use some portions of our Services.**
- 7.3 The following types of cookies are used on the Website:
- 7.3.1 "Session cookies": which are used to maintain a so-called 'session state' and only last for the duration of your use of the website. A session cookie expires when you close your browser, or if you have not visited the server for a certain period of time. Session cookies are required for the Platform to function optimally but are not used in any way to identify you personally;
- 7.3.2 "Permanent cookies": these cookies permanently store a unique code on your computer or smart device in order to be able to identify you as an individual user. No Personal Information is stored in permanent cookies; and

## 8 THIRD PARTY LINKS AND EXTENAL TOOLS ON THE WEBSITE

- 8.1 The Company's Services available through the website, may contain links to other third-party websites. We are not responsible and take no liability for the acts, content or privacy policies of these third-party websites and advise you to review the privacy policies of those parties .
- 8.2 We may also use third-party service providers to monitor and analyse user behaviour and the use of our Services, which may include but is not limited to:
- 8.2.1 Google Analytics: which is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Services. This data is then shared with other Google services and Google may use the collected data to contextualize and personalize the ads of its own advertising network. (You can opt-out your

activity on the website being made available to Google Analytics by installing the browser plug-in available at: <https://tools.google.com/dlpage/gaoptout?hl=en>. For more information on the privacy practices of Google, please visit the Google Privacy Terms web page: <https://policies.google.com/privacy?hl=en>; and

8.2.2 Software service providers included but not limited to Algolia, Zendesk, Nucleus and Metabase.

8.3 These third parties may have access to your personal information only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

## **9 WEBSITE TERMS OF USE**

9.1 When using our Services, you also agree to be bound by our Website and Terms of Use Policy which contains certain undertakings, obligations or assumptions of risk and/or liability by you in relation to, amongst other things, licence use, copyright, intellectual property and your general use and access to the Website.

## **10 AMENDMENT OF THIS POLICY**

We may amend this Policy and/ or any of the documents incorporated under it by reference from time to time. See Website and Terms of Use [Terms of Use](#)