

## **Privacy Policy**

eVoucher.mobi places great importance on the values of accountability and responsibility relating to data which is used for commercial purposes.

For this reason such data must be obtained honestly and dealt with, with integrity.

You may have chosen to complete an online registration form to become a user of the eVoucher.mobi services on offer via this Website, or you may have completed a Contact Us form or simply browsed this Website. In all these circumstances, you will have provided us with your personal information. We are legally obliged to advise you on what we will do with any such information that we receive from you.

If you have any questions about this Policy, do not understand it, or do not agree with it, please either contact us before using this Website or refrain from continuing with use of this Website. We may change this Policy from time to time by updating this page. You should check this page from time to time to ensure you are happy with any changes.

By accessing any part of this Website or providing information to us, you consent to the use and transfer of such information by us on the terms set out in this Policy.

### **What information do we collect?**

We may collect actual information provided intentionally by you or we may collect information simply by inference from your activities of accessing and/or logging on to the site through certain technological methods explained further below.

As a rule information which is garnered from your accessing the website and browsing through the content is not specific to you, but will be added to a consolidated aggregator to establish usage trends. This means it will all go into the proverbial "pot" which will not specifically identify you. This consolidated information relates to Google analytic information such as site usage, number of visits of unique users, number of repeat visits, which pages are most visited, website response times and so on. We also are able to see your IP address and which service provider enables your access to the site and your browser type and version. This then enables us to improve our Website content, the experience in using it and or our offerings to you as a result of the consolidated information received.

Such information is treated as non-personal information unless expressly required in law or by a legal authority to subsequently provide in a personal format.

### **Specific Information collected**

We may collect specific information relating to information provided when you register as a user or when completing a Contact Us form such as:

- Your name and contact details
- The products you wish to use

Automatic Information collected currently relates to your name, your email address and your cell phone number.

Once you are a registered user, the system's server will automatically collect information relating to:

- The frequency of your logging on activities
- The specific pages you visit
- What type of device you use to access the website
- Your IP address
- Your gender
- The age bracket within which you fall
- Contact made with the support centre
- Orders placed on our system
- Cookie information – this is to assist us in improving the quality of our service to you

The above intercepts will all be undertaken subject to what is permissible in law, which means in these circumstances, you accept and consent to such interception and monitoring. Such information may be recorded for future disclosure if necessary as a result of a dispute of fact.

### **What will we do with the Information?**

The major reason that we collect such information in the first place is in order to provide you with the service for which you will have registered on line and further as indicated below:

- We will also need to be able to make contact with you regarding the fulfilment of the service and changes to the service where necessary.
- You may have lodged an enquiry or complaint and we may need to research the sequence of events leading up to the complaint or enquiry as well as contact you thereafter in order to resolve the issue.
- We may use information provided to update your user profile as well as our records.
- We are obliged to keep a certain amount of information for legislative reasons such as record keeping or crime detection and prevention as well as if a crime eventually goes legal.
- As mentioned earlier, the collation of information is also used in order for us to improve our offering and service to you.
- Should you have opted in to receive communications regarding our products, competitions or loyalty programmes, we will use your information to do this, which may include market researchers.
- We will use your information to evaluate our success in various market segments and our assess whether our assumptions regarding our target audience is correct. Such analysis is intended to assist us to improve our services.
- Finally we intend to use your information to help us to make our Website easier for you to use.

### **Why will we contact you?**

If we ever do contact you asking you for specific information, we will always inform you as to exactly what our intention is with regard to the information requested.

We will make contact with you by way of your cell phone number and or email address where relevant to the purpose at hand which will be anyone of the above identified items. By providing us with both your cell phone number and your email address we take it that you have approved and opted in to receiving such communication from us until otherwise advised by you in writing that this is no longer the case.

We would like to provide you with information about new products, promotions, special offers and other information which we think you may find interesting. We may send you such information according to the contact option you chose to receive such information

We offer an opt-out in all emails and will follow this up with the removal of the requested information from our database.

If we do provide you with services you will also be subject to the specific terms and conditions relating to the services, which you be required to accept upon the successful registration for the service and this document will further confirm our methods of contacting you.

### **Sharing Your Information**

We will only pass on your personal information according to the listed occasions below and also then subject to whatever legal obligations are imposed on us to disclose to you that we are doing so:

- Where you have authorised it
- Where it is necessary in order for the service for which you have registered to be effected and for which you will have been informed in the terms and condition which you accepted upon registering for the services

We do pass on your cell phone number on its own to our platform enabler. This information is however not linked to your name or any other form of identity and therefor on its own is not generally regarded as personal information as it is not capable of identifying you specifically. However we wish to point this fact out specifically to you as without this information being passed on the service will not be available to you for use.

We will not sell your information to any third parties.

We do not provide links to any other websites on this site. We do however break out to a payment gateway in order for funds to be transferred to your wallet.

In terms of the Promotion of Access to Information Act, Act 2 of 2000 , you may request details of your personal information which we hold about you. We may charge you a small fee which is prescribed in the Act, in order to retrieve such information.

If you think any information we have about you is incorrect or incomplete, please write or e-mail us at the address contained in our Contact Us form as soon as possible. We will correct or update any information as soon as possible.

If you have any additional questions about how we treat your private information, please feel free to contact us using our Contact Us page.

This Policy was updated on 30 September 2016. We reserve the right to change this Policy at any time. Please check this page periodically for changes.