

Retro Viral Online Branding Proprietary Limited

Privacy Policy

1 Definitions

- 1.1 “Cookies” refers small text files transferred by a web server to, and stored on, your hard drive which help you to navigate the Website as easily as possible.
- 1.2 “Information Regulator” refers to the Information Regulator established in terms of section 39 of POPIA.
- 1.3 “Personal Information” refers to Personal Information as defined in POPIA and/or third party information provided by you pursuant to your use of the Website.
- 1.4 “POPIA” refers to the Protection of Personal Information Act, 4 of 2013, as amended.
- 1.5 “Privacy Policy” means this privacy policy.
- 1.6 “Retroviral” refers to Retro Viral Online Branding Proprietary Limited, a company duly registered in terms of the laws of the Republic of South Africa with registration number: 2014/257064/07.
- 1.7 “Website” refers to, and includes any part or element of, www.retroviral.co.za and any sub-site or other website owned or used by Retroviral from time to time.

2 Introduction

- 2.1 **Retroviral respects your privacy and is committed to processing and protecting your Personal Information in a lawful, fair and transparent manner that does not infringe your privacy.**
- 2.2 By using the Website or disclosing Personal Information to Retroviral, you agree to be bound by this Privacy Policy and consent to the processing of your Personal Information as set forth herein. If you do not agree to and accept this Privacy Policy, you should not use the Website or disclose Personal Information to Retroviral.
- 2.3 The Website may contain links to websites operated by third parties. Retroviral is not responsible for the content provided in respect of such websites, Personal Information collected by such websites and/or the privacy policies of such websites and it is recommended that you refer directly to these third parties regarding their privacy policies before supplying any Personal Information to them.

3 What information is collected?

- 3.1 When you use or visit our Website, we may collect certain information from you that is not Personal Information, such as your Internet Protocol (“IP”) address, operating system, browser type, and internet service provider. This type of information does not identify you personally.
- 3.2 We may also collect Personal Information that you provide to Retroviral. This Personal Information may contain information about you but may also include someone else’s Personal Information provided by you.
- 3.3 In particular, we may collect and process the following Personal Information about you:
 - 3.3.1 information that you provide by filling in forms or submitting employment applications, which entails the disclosure to Retroviral of certain Personal Information such as your first and last names, telephone numbers, physical, postal and e-mails, occupation, work history and qualifications, residential addresses, business addresses, related party information and other information. This includes information provided via your use of the Website;
 - 3.3.2 information that we may ask you for when you enter any competition or promotion;
 - 3.3.3 information that relates to records of correspondence between us;

- 3.3.4 information from surveys that you choose to complete for Retroviral that we use for research purposes; and
- 3.3.5 details of transactions you carry out with Retroviral, whether through our Website or otherwise, and of the fulfilment of any contract you enter into with Retroviral.
- 3.4 If you disclose a third party's Personal Information to Retroviral:
 - 3.4.1 you must ensure that such third party is aware of the disclosure of the Personal Information to Retroviral and the provisions of this Privacy Policy;
 - 3.4.2 you warrant that such third party has consented to the disclosure of the Personal Information to Retroviral and this Privacy Policy; and
 - 3.4.3 you agree that you will be responsible for any such Personal Information disclosed to Retroviral and will, upon request, assist Retroviral with responding to any requests from such third party, including but not limited to requests to access, delete or otherwise change their Personal Information.

4 How is my information stored?

- 4.1 Your Personal Information is stored on cloud servers located both in South Africa and outside of South Africa. The hosting provider is bound by a privacy agreement entered into with Retroviral and your Personal Information is stored securely, privately and is accessed using encrypted channels. In case of fire or damage to these servers, a backup solution exists to ensure no single point of failure.
- 4.2 By using the Website or disclosing your Personal Information to Retroviral, you consent to the transfer of your Personal Information to servers located outside of South Africa.
- 4.3 Electronic Personal Information is stored in a secure database and location which is protected behind firewalls and is hosted in such a way that the database itself is not accessible to the outside world. However, the transmission of Personal Information via the internet or other electronic means is at your own risk and Retroviral accepts no responsibility or liability for any security breach or in the event your Personal Information is damaged, loss disclosed, copied or modified in any unauthorised manner.

5 How is my information used?

By using the Website or disclosing Personal Information to Retroviral, you hereby acknowledge and agree that:

- 5.1 Your Personal Information is stored and collected for purposes of processing your application, transacting with you, registration and verification, communicating with you, marketing and advertising, to respond to your queries or otherwise as may be required by law.
- 5.2 Retroviral may access, aggregate and use your non-personalised Personal Information for internal business purposes such as generating statistics and developing strategic and marketing plans,
- 5.3 Retroviral will use your Personal Information to contact you about promotions, news, updates and other information relating to the Website. Should you wish to opt out of certain communications received from Retroviral, you may elect to do so by notifying Retroviral of your preference.
- 5.4 Retroviral may access your Personal Information to carry out any contracts with you, enforce a contract with you, respond to any queries you make.
- 5.5 Retroviral will process your Personal Information in accordance with its obligations in terms of the relevant laws, including POPIA, and in doing so, Retroviral undertakes not request unnecessary Personal Information, process your Personal Information outside the legitimate purpose for which it was collected, share, rent or sell your Personal

Information disclosed to it with third parties except when you have consented or directed Retroviral to share your Personal Information with service providers, affiliates and partners who perform services on Retroviral's behalf.

6 **Is my information secure?**

- 6.1 The transmission of Personal Information via the internet or other electronic channels such as e-mail is not secure and Retroviral cannot guarantee the security of such Personal Information. Transmission of your Personal Information is entirely at your own risk. Once received, Retroviral uses reasonable technical and organisational measures to secure the integrity of the Personal Information under its control and to prevent the loss of, damage to or unauthorised destruction of your Personal Information and unlawful access to or processing of your Personal Information.
- 6.2 Retroviral is also committed to protecting your Personal Information offline by ensuring that all of your Personal Information, and not just sensitive information, is restricted to only those employees of Retroviral who need it to perform a specific task in terms of an agreement with you.
- 6.3 When a significant change in the processing of Personal Information is introduced, Retroviral will undertake a data protection impact assessment prior to implementing such change.
- 6.4 Where Retroviral has reasonable grounds to believe that your Personal Information under its control has been accessed or acquired by an unauthorised person, Retroviral will notify you and the Information Regulator without delay in accordance with the requirements of POPIA.

7 **How long is my information retained for?**

Your Personal Information will be stored, processed and used by Retroviral only for so long as your relationship with Retroviral is active and as may be necessary to provide services to you, comply with any applicable laws, resolve disputes and to enforce its agreements.

8 **Accessing and modifying Personal Information and communication preferences**

- 8.1 You may access, remove, review and/or make changes to Personal Information that you provide Retroviral with, by sending a notification of such change of Personal Information to Retroviral at the address in clause 14 below. Retroviral may also send you any legally required notifications and certain notifications including service-related notices and notices regarding a change to any of its policies. You can always opt out of certain communications from Retroviral, including e-mail notifications to you.
- 8.2 We will not change any of your preferences without your consent.

9 **Cookies**

- 9.1 Retroviral may use Cookies to manage your sessions and store preferences, tracking information and language selection. The types of information a Cookie collects include the date and time of your visits to the Website, your browsing history on the Website, your preferences and your username (if any).
- 9.2 Cookies enable Retroviral to:
- 9.2.1 estimate the size and usage pattern of the Website's audience;
 - 9.2.2 store information about your preferences, which allows Retroviral to customise the Website to your individual interests;
 - 9.2.3 speed up your searches; and
 - 9.2.4 recognise you when you return to the Website.

- 9.3 In some instances, Retroviral's third party service providers may use Cookies on the Website. Retroviral cannot control or access Cookies used by third party service providers. This Privacy Policy covers only Cookies used by Retroviral but not any Cookies used by third parties.
- 9.4 You have the ability to accept or decline the use of Cookies on your computer. Typically, you can configure your browser not to accept Cookies. However, declining the use of Cookies may limit your access to certain features of the Website.

10 Disclosures

- 10.1 On rare occasions, Retroviral may be required to disclose your Personal Information due to legal or regulatory requirements. In such instances Retroviral reserves the right to disclose your Personal Information as required in order to comply with its legal obligations including complying with court orders, warrants, subpoenas, service of process requirements or discovery requests.
- 10.2 Retroviral may also disclose information about you to law enforcement officers or others, in the good-faith belief that such disclosure is reasonably necessary to enforce its terms and conditions or this privacy policy or respond to legal claims, to protect its intellectual property rights or the personal safety of its employees, officers, directors, agents or contractors or the general public.
- 10.3 We will notify you of any transaction in which substantially all of our assets which contain your Personal Information are sold to or merged into another company. The acquiring company will be given access to your Personal Information without your consent.

11 What are my rights?

- 11.1 You have the right, at any time, to know whether your Personal Information is being stored or processed by Retroviral, consult with Retroviral as to the contents and rationale for processing of such Personal Information, view and request copies of your Personal Information, to verify the accuracy of your Personal Information or to request that the Personal Information be updated, supplemented or corrected, withdraw a previously given consent for the processing or automated processing of your Personal Information, object to the processing of your Personal Information for any and all legitimate reasons, or to ask for the deletion of your Personal Information.
- 11.2 Any request pursuant to this **clause 11** must be addressed to Retroviral's information officer in writing by way of e-mail to the e-mail address below.
- 11.3 You also have the right to lodge a complaint with the Information Regulator regarding the processing of your Personal Information. The contact details of the Information Regulator are as follows:

JD House, 27 Stiemans Street, Braamfontein, Johannesburg 2001
PO Box 31533, Braamfontein, Johannesburg, 2017
Tel No. +27 (0) 10 023 5200
E-mail: complaints.IR@justice.gov.za

12 Children

Retroviral does not knowingly store or process Personal Information of persons under the age of 18.

13 Amendment of this Policy

Retroviral reserves the right to amend this Privacy Policy, from time to time. Such amendments shall be effected by way of publication thereof on the Website, and you waive any right you may have to receive specific notice of such amendments.

14 The Details of Retroviral's Information Officer

All questions, queries or requests you may have in relation to this Privacy Policy and/or your Personal Information should be addressed to Retroviral's information officer at the following address:

Information Officer: Ms. Pippa Misplon

Telephone: (011) 326 5414

E-mail: pippa@retroviral.co.za

Last Updated: 26 July 2021