



## Definitions:

### **Cookie:**

*A cookie is a data file that sits on your computer hardisk. The cookie is placed there by a remote web server that you have visited using a browser like Google Chrome or Internet Explorer. It is used to uniquely identify you during web interactions with a website and contains data parameters that allow the remote HTML server to keep a record of who you are, and what actions you take at the remote web site. You have the option to disable the cookie function in your browser, but will be restricted from accessing many sites as a result.*

### **Identifiable personal data:**

Identifiable data generally includes a customer's name, address, telephone numbers; gender; IP address; billing information (such as a credit card number) etc.

### **Non-identifiable personal data:**

Non-identifiable data generally includes: a postal code; the date and time sites are accessed; pages visited; the type of browser being used; the operating system and the type of personal computer being used to access the services.

### **Purpose:**

This Policy sets out the manner in which MacroLan (Pty) Ltd ("MacroLan") handles personal information submitted by or collected from you whilst visiting MacroLan website(s).

### Introduction

1. Thank you for taking the time to review our Privacy Policy. At times, **MacroLan** will collect certain personal information about our customers and visitors to websites hosted by us. Such information will include both identifiable personal data, as well as non-identifiable personal. Identifiable personal information will be collected when you sign a contract for service with us, or use our website for a transaction or subscription service. Non-identifiable information is gathered automatically when you visit our website or those websites hosted by us, and stored for use in our system.
2. The purpose of this privacy policy is to explain to customers what types of information MacroLan will collect and how that information is used. In most cases, we collect this information to ensure network integrity and that we continue to provide you the customer with the most relevant content and best possible service that suits your needs. In some cases, we are required by law to collect personal information about customers. Except where the law requires otherwise, we undertake to protect the confidentiality of such data.
3. In terms of the Regulation of Interception of Communications and Provision of Communications-Related Information Act, 2002, all communications service providers, including ISPs are obliged to obtain and keep certain identifiable personal data of customers when entering into service contracts. This includes in addition to the above, in the case of a person: ID number; residential and business addresses; and a certified copy of the customer's ID document. In the case of a company: all of the above as well as the company's registration number; and a certified copy of the customer's business letterhead. While this expansive interpretation of personal information might be seen as overly cautious, we advise you to identify or define all these requirements as personal information.

## Confidentiality

4. **MacroLan respects** customer privacy and the privacy of those accessing our website, or those websites hosted by us. We undertake to protect the confidentiality of our customers and users including all personal information supplied in the course of contracting with us for services. We undertake not to sell your personal information to third parties for commercial or marketing purposes.

## Collection of Personal Data

5. **MacroLan** collects personal data about our users when you visit a website hosted by us; apply for a service subscription; or respond to a customer questionnaire and through the use of cookie technology. We may also combine information about you that we have with information we obtain from our business partners or affiliates.

## Use of Personal Data

6. **MacroLan** may on occasion use your personal information to contact you about promotional offers; advise you of matters relevant to service provision and in some cases, solicit your feedback. However, MacroLan will provide you with an option within every communication to opt out of receiving any communications of this nature or you can contact our customer services representatives to ensure that you do not receive such promotional information, at **+27-21-4426540**.

7. **MacroLan** may log the websites you visit; collect IP addresses and information about your operating system and the type of browser you use for the purposes of network/system administration; to report aggregate information to our advertisers, and to audit the use of our site. This data however will not be used to identify individual users who will at all times remain anonymous.

8. Any Information **MacroLan** collects from you through correspondence with us, whether via e-mail, telephonically or by written letter, will only be used to address the matters within that correspondence. If this requires referring such correspondence within **MacroLan** or to a third party to ensure customer service, your personal information will only be disclosed to the point necessary to address your query or concerns, and will otherwise be kept confidential.

## Site Linking

9. **MacroLan** websites contain many links to sites that belong to third parties unrelated to us. **Company** cannot be held responsible for any use of your personal information arising from you disclosing personal such information on third party sites. **MacroLan** cannot protect any information you may disclose on these sites and recommends that you review the privacy policy statements of those sites you visit.

## Reservation of Rights

10. **MacroLan** reserves the right to disclose information about customers where required in good faith, to do so by law or to exercise our legal rights or defend ourselves against legal claims.

11. **MacroLan** further reserves the right to share information with law enforcement to investigate or prevent illegal activities being committed over our network.

12. **MacroLan** reserves our rights to disclose your personal information where you have given us explicit legal written consent to do so.

13. **MacroLan** reserves the right to monitor user and network traffic for site security purposes and prevent any unauthorized attempts to tamper with our site or cause damage to our property.

14. **MacroLan** reserves the right to make changes to this privacy policy or update it. Where a major change is made, customers will be informed by e-mail notification or through a notice on our website. Customers and site visitors bear the responsibility to ensure that they have read the changes or updates as the case may be.