

Privacy Policy

Wealthbit (Pty) Ltd understands and recognizes the importance of protecting the privacy and rights of individuals in relation to their personal information. Set out in this document is our privacy policy and informs you of how the Wealthbit App collects and manages personal information.

1. Personal information

The term “personal information” has the general meaning of any information which can be used to personally identify you. This includes information such as name, email address, address, telephone or mobile numbers, profession or occupation. Used in this privacy policy the term “personal information” has the meaning defined in the *Protection of Personal Information Act, 2013*.

2. Collection and management of personal information

2.1. What Information do we collect

2.1.1. We collect and hold the following types of personal information:
name;

- address;
- email Address;
- telephone and mobile numbers;
- age and birth date;
- gender;
- ID number;
- photographs;
- any additional information relating to you that you provide to us directly through the use of our website or desktop applications, or any information you provide indirectly through the use of our websites or online presence, through our representatives or otherwise.

2.1.2. We also collect some information that is not personal information since it does not directly identify you or anyone else. As an example, we may collect anonymous answers to surveys or aggregated information about how users use our website or applications.

- 2.1.3. Information we collect will be stored as long as required to fulfil the purpose we collected it for and for any retention periods as required by law.

2.2. How we collect personal information

- 2.2.1. We collect personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we collect in ways including:
- during registration on our website or applications;
 - through your access and use of our website, including uploading information, documents and photographs;
 - during conversations between you and our representatives;
 - when you authorise a third party to upload a document on your behalf.
- 2.2.2. We also collect personal information from third parties including from third-party companies such as financial service providers.
- 2.2.3. In some cases, we collect your personal information through the use of cookies. When you access our website, we send a “cookie” (which is a small summary file containing a unique ID number) to your computer. We use cookies as a measure of traffic patterns, to determine which areas of our website you have been visiting and to measure transaction patterns in the aggregate. This information is used to research our users’ habits so that we can improve our online products and services. If you do not wish to receive cookies you can set your browser not to accept them. However, if you disable the use of cookies you will not be able to access any of our services.
- 2.2.4. We do log IP addresses (that is, the electronic addresses of computers connected to the internet) to analyse trends, administer the website, track users movements, and gather broad demographic information.

2.3. The purposes of collecting and managing your personal information

- 2.3.1. We collect, hold, use and disclose personal information about you for the following reasons:
- To provide you with our services;

- To send transactional notifications such as One Time Pin SMS and other notifications of activity on your profile or documents that may have been submitted for your attention or signature;
- To provide you with access to protected areas of our website or applications;
- To assess the performance of the website or applications and to improve the operation of our services;
- To provide your updated personal information to our related corporate bodies, contractors or service providers;
- To update our records and keep your contact details up to date;
- To process and respond to any complaints or enquiries made by you; and
- To comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in cooperation with any governmental authority of any country.

2.3.2. Your Personal Information will not be sold, rented or disclosed other than as described in this privacy policy.

2.4. Personal information disclosure

2.4.1. We may disclose your personal information to:

- Our employees, related corporate bodies, contractors or service providers for the purposes of operation of our website, applications or our business, fulfilling requests by you, and to otherwise provide products and services to you including, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, business advisors, compliance officers and consultants;
- Suppliers and third parties with whom we have commercial relationships, for business, marketing, and related purposes;
- Entities required to give you financial advice;
- Any organization for any authorized purpose.

2.5. Direct marketing

We do not use or provide your personal information to other organizations for the purposes of direct marketing.

2.6. Access to; and correction of personal information

- 2.6.1. You have the right to request access to any personal information we hold about you at any time by contacting us. Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by emailing it to you). We may charge you a fee to cover our administrative and other reasonable costs in providing the information to you. We will not charge for simply making the request and will not charge for making any corrections to your personal information.
- 2.6.2. There may be instances where we cannot grant you access to the personal information we hold. For example, we may refuse access if granting access to it would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.
- 2.6.3. If you believe any personal information we hold about you is incorrect, incomplete or inaccurate, then you have the right to request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment then we will add a note to the personal information stating that you disagree with it.
- 2.6.4. Personal information is deleted, destroyed or de-identified when no longer needed or when we are no longer authorised to retain the information.

2.7. Breach of privacy

- 2.7.1. In the event that you believe there to be a breach of privacy by us or our contractors, please contact us using the contact information below and provide us with sufficient details of the incident so we may investigate it.
- 2.7.2. We request that all communication relating to a breach of privacy be conducted in writing, or transcribed into a written record to ensure the information about the enquiry is accurate and correct.
- 2.7.3. We will attempt to confirm as appropriate and necessary with you your understanding of the conduct relevant to the breach of privacy and what the expected outcome is.
- 2.7.4. We will inform you within a period of 30 days whether we will conduct an investigation into the matter, the name, title and contact details of the

investigating officer and the estimated completion date of the investigation process.

- 2.7.5. After the completion of the enquiry, we will contact you, usually in writing, to advise the outcome and invite a response to our conclusions of the enquiry. If we receive a response from you, we will assess it and advise if we have changed our view. If you remain unhappy with the outcome and our further responses, you have the right to lay a complaint with the Information Regulator.

3. Security

- 3.1. We take reasonable steps to ensure that your personal information is protected from misuse and loss as well as from unauthorized access, modification or disclosure. We hold your information in electronic form on secure servers with our service providers.
- 3.2. As the service we provide is online we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

4. Third party links

Our website may contain links to other websites operated by third parties. Third party websites are responsible for informing you about their own privacy practices.

5. Contacting us

- 5.1. For any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please contact us at the details set out below.
- 5.2. We will treat all requests or complaints with confidentiality. Our representative will contact you within a reasonable time after the receipt of your request or complaint to discuss your concerns and outline options regarding how they may be resolved.
- 5.3. Contact information:

Email Address: help@wealthbit.co

6. Changes to our privacy policy

- 6.1. We may at any point in time change this privacy policy. Any updated versions of this privacy policy will be posted on our website. In order to stay up to date, ensure that you review it regularly.
- 6.2. This privacy policy was last updated on 16 August 2018.