

# Privacy Policy

# Praekelt Consulting

VERSION 1.0/ 7 SEPTEMBER 2016

ENQUIRIES: MORGAN COLLETT/ INFORMATION OFFICER/ PRAEKELT CONSULTING  
MORGAN@PRAEKELT.COM

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THIS PRIVACY POLICY ("POLICY") GOVERNS THE PROCESSING OF PERSONAL INFORMATION BY PRAEKELT CONSULTING (PTY) LTD ("WE" OR "US") IN CONNECTION WITH THE PRAEKELT CONSULTING'S WEBSITE ("WEBSITE") LOCATED AT WWW.PRAEKELT.COM. YOUR USE OF THE WEBSITE IS SUBJECT TO THIS POLICY. BY USING THIS WEBSITE, YOU SIGNIFY YOUR CONSENT TO PROCESSING OF YOUR PERSONAL INFORMATION IN ACCORDANCE WITH THIS PRIVACY POLICY.

PRAEKELT CONSULTING MAY AMEND THIS POLICY AT ANY TIME. AMENDED TERMS SHALL BE EFFECTIVE IMMEDIATELY UPON THE POSTING OF THE REVISED POLICY AND ANY SUBSEQUENT ACTIVITY IN RELATION TO THE WEBSITE SHALL BE GOVERNED BY SUCH AMENDED TERMS. IF YOU DO NOT AGREE WITH ANY TERM IN THIS POLICY, PLEASE DO NOT USE THIS WEBSITE.

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## Praekelt Consulting's Handling of Personal Information

### **Confidentiality:**

Praekelt Consulting undertakes that any personal information submitted by You via the Website is subject to an obligation of confidentiality.

### **Processing Limitation:**

We strive to ensure that personal information is processed in a manner that is adequate, relevant and not excessive given the purpose of collection. The Website is not intended for persons under the age of 18, and Praekelt Consulting does not knowingly collect personally identifiable information from users under the age of 18.

### **Consent:**

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You consent to Your Personal Information (including Special Personal Information) being (i) used to contact you (ii) used to provide You with access to the Website and the associated Website services and/or (iii) sending you electronic communications for marketing purposes. Such consent is effective immediately and will endure until such consent is revoked or Praekelt Consulting fails to possess a lawful purpose for the processing of such information.

## **Collection of Personal Information:**

We collect information that can be used to identify you personally (“personal information”), such as your full name, email address, telephone and mobile number, and name of organisation. This may include information of a more sensitive nature as well (“sensitive/special personal information”). We do not collect any personal information about you unless you provide it voluntarily, including, without limitation, by filling out a contact form or survey; by requesting information; by registering an account and e-mail address with us; by signing up for an e-mail newsletter; or by otherwise communicating via e-mailing us. If you do not want us to collect personal information about you, do not submit your personal information to Praekelt Consulting.

## **Use of Personal Information:**

The processing of Your Personal Information shall include the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation, use; dissemination by means of transmission, distribution or making available in any other form; or merging, linking, as well as blocking, degradation, erasure or destruction of information.

## **Information Disclosures:**

Information processed by Praekelt Consulting will only be disclosed in accordance with the consent provided by data subjects (website users); as required by law; and/or only to authorised third parties. Praekelt Consulting may share Your Personal Information with authorised third parties such as service providers to Praekelt Consulting. These include, but are not limited to email hosting service providers and customer relationship management (CRM) service providers. Praekelt Consulting does not permit these parties to use such information for any unauthorised purposes that are not compatible with the services that Praekelt Consulting has instructed them to provide.

## **Information Quality:**

Praekelt Consulting seeks to ensure the quality, accuracy and confidentiality of Personal Information in its possession. You warrant that all personal information supplied by You is both true and correct at the time of provision. In the event of any aspect of Your personal

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information changes post submission, it is Your responsibility to immediately notify Praekelt Consulting of the said changes. Notification must occur via an email sent to [morgan@praekelt.com](mailto:morgan@praekelt.com).

## **Accountability:**

You agree to indemnify and hold Praekelt Consulting, its officers, directors, employees, agents, licensors, suppliers and members harmless from and against any claims, damages, actions and liabilities including without limitation, loss of profits, direct, indirect, incidental, special, consequential or punitive damages arising out of Praekelt Consulting's reliance on the Your personal information should Your personal information contain any errors or inaccuracies.

## **Cross-Border Transfer:**

Praekelt Consulting may appoint certain agents, third parties and/or service providers which operate outside the borders of the Republic of South Africa. In these circumstances Praekelt Consulting will be required to transmit Your Personal Information outside South Africa. The purpose of the trans-border transfer of Your Personal Information may include, but is not limited to: data hosting and storage. You expressly consent to the trans-border flow of Your Personal Information.

## **Security Safeguards:**

Praekelt Consulting has undertaken reasonable technical and organisational measures for the security and integrity of personal information collected through the Website including measures to prevent loss of, damage to or unauthorised destruction of personal information and unlawful access to, or unlawful processing of personal information. We will notify You should we have cause to believe that your personal information may have been breached (accessed or used in an unauthorised manner). While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security. The Site may contain links to other websites. Praekelt Consulting is not responsible for the privacy practices of such third party websites.

## **Data Subject Participation:**

Should You have enquiries concerning personal information processed by Praekelt Consulting, You can request a generated record that describes the personal information held by Praekelt Consulting, and information about third parties, or categories of third parties who provide services to Praekelt Consulting, who have, or have had, access to the information. You may request that Praekelt Consulting correct or delete your personal information in its possession or under its control that is inaccurate, irrelevant, excessive,

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misleading or obtained unlawfully; or destroy or delete a personal information that Praekelt Consulting is no longer authorised to retain. As a Website User You have the right to request access, correction or deletion of Your personal information.

## **Retention of Information:**

On receipt of instructions from You, Praekelt Consulting will destroy or delete a record of personal information about You that Praekelt Consulting is no longer authorised to retain. This is subject to certain exceptions such as retaining records that Praekelt Consulting that is required by law to retain. Praekelt Consulting is entitled to retain de-identified information for authorised purposes. In the event that You wish to revoke all consent pertaining to Your Personal Information and/or You would like Praekelt Consulting to remove and/or delete Your Personal Information entirely, You may contact Praekelt Consulting via email to [morgan@praekelt.com](mailto:morgan@praekelt.com).

## **Tracking:**

Like many site operators, we collect information that your browser sends whenever you visit our Site ("Log Data"). This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Website that you visit, the time and date of your visit, the time spent on those pages and other statistics. In addition, we may use third party services such as Google Analytics that collect, monitor and analyse this data.

## **Cookies:**

Like many websites, we use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Website.

## **Openness:**

If you have any additional questions or concerns about our privacy practices, we invite you to contact us by email and we will address your concerns to the best of our ability.