

SERVO DELIVERY (PTY) LTD

PRIVACY POLICY

1. INTRODUCTION

Servo Delivery (Pty) Ltd (“Servo”) respects the privacy of every person who accesses and/or uses its software application (“the App”) and endeavours to comply with all applicable data protection laws and regulations.

This privacy policy must be read in conjunction with our terms and conditions. Both the terms and conditions and this privacy policy constitute a fully binding legal agreement and it is recommended you read both documents carefully. Your accessing and/or use of the App signifies your agreement to be bound by Servo’s terms and conditions and this privacy policy.

If you do not agree with either the terms and conditions, or this privacy policy, you are prohibited from accessing and/or using the App and must immediately refrain from doing so. Furthermore, if you do not agree with this privacy policy, or the terms of use, you should not provide any of your personal information to Servo.

This privacy policy sets out Servo’s approach towards the use of your personal information. By submitting your personal information to us, and/or by accessing and/or using the App, you will be regarded as having given your consent – where necessary and appropriate – for the processing of personal information referred to in this policy. Consequently, by continuing to access and/or use the App, you acknowledge and agree that Servo may collect, use and transfer your personal information in accordance with this policy, and applicable legislation in the Republic of South Africa.

2. WHO IS SERVO DELIVERY (PTY) LTD

Servo is a South African company which, through the App owned and operated by it, facilitates the collection, processing, payment and delivery of laundry services.

In general, you can access the App without providing personal information, however we may, from time to time, need your personal information in order for you to create a profile on the App, to access certain parts of the App and in order to place your order via the App. We may also need your information to improve our service offerings, or to contact you – this information will be collected in accordance with this policy, and any applicable South African legislation.

3. OVERVIEW OF THE INFORMATION WE COLLECT

We will use your personal information to register you as a user on the App, to match you with laundromats within your geographical area, to respond to requests, complaints and the like as well as to improve our service or the App, and only in accordance with the Protection of Personal Information Act 4 of 2013 (“POPIA”).

We may also use your personal information to provide you with access to restricted pages on the App, to contact you regarding any complaint, query or comment. Furthermore, and in accordance with POPIA, we may use your personal information to carry out our obligations arising from any contract with you, to notify you about changes to our services or to the App, in connection with any legal proceedings, or where we have a right or duty to disclose your personal information in terms of law or industry codes.

3.1 Specific information we may hold

We may, for example, collect and use the following information about you:

- name and surname;
- title;
- age;
- gender;
- nationality;
- South African identification number;
- marital status;

- contact information including email address, physical address and cell phone number;
- IP address geographical location, or cookie information;
- details of your visits to the App,

and any other information which we reasonably need to perform our duties in pursuance with any agreement we may have with you, make decisions about you in relation to the App, or to fulfil our regulatory or other business obligations.

In addition, we may, from time to time, use third party services (such as Google Analytics) that collect, analyse and monitor log data pertaining to the App in order to optimise, improve and audit the services available on the App.

3.2 Personal information about children and special personal information

Servo does not collect personal information about children and will only process information about children with the express consent of a competent person (such as a parent or guardian), or if otherwise required by law.

Servo also does not process any “special personal information” as defined in POPIA, which includes, for example, political, religious or health-related information, and we will only process special personal information with your express consent, or if otherwise required by law.

3.3 Specific information we may share

We will only share your information with third parties that we have trusted relationships with, and selected third parties who perform services on our behalf. All service providers are bound by contract with us to maintain the security of your personal information and to use it only as permitted by us, in accordance with this policy, POPIA and applicable law.

3.4 How we use your information

We undertake to only process your information insofar as it is adequate, relevant and not excessive for the purposes set out below. Further, we will only use your information for a purpose compatible with that for which it was collected.

We will use your information to:

- facilitate the collection, processing, payment and delivery of your order;
- operate and manage your agreement with us or correspondence you may have with us;
- contact you via email or via email, letter, telephone or in any other way, regarding our products and/or services as allowed for in law, unless you tell us that you prefer not to receive marketing communications;
- carry out market research;
- comply with our regulatory or other obligations;
- perform other administrative and operational purposes.

Your information may also be used for other purposes for which you give your permission, or where we are permitted to do so by law, or it is in the public interest to disclose the information.

You may, on reasonable grounds, object to the processing of your personal information, after which we undertake not to continue to process such information, except as provided for in law.

4. COOKIES

Cookies are files with small amounts of data, which may include an anonymous unique identifier.

Like many websites and software applications, we use “cookies” to collect information. You can instruct your browser and/or device 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 access and/or use some portions of the App. You may ask for a full list of the cookies we collect by sending us an email to dane@servodelivery.com.

The App may contain electronic image requests (sometimes referred to as “web beacon” requests) that allow us to count page views and to access cookies. Our web beacons do not collect, gather, monitor or share any of your personal information. We merely use them to compile anonymous information about the accessing and/or use of the App.

5. SECURITY

The security of your personal information is important to us, but no method of transmission over the Internet, or method of electronic storage, is one hundred percent secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security, but we can guarantee that we will take all reasonable measures to protect the security of your data.

6. ACCESS TO YOUR INFORMATION

You have a right to access certain personal records we hold about you. Requests can be made in writing to dane@servodelivery.com.

We want to make sure that your information is accurate and up to date. You may also ask us to correct or remove any information that you think is inaccurate and you can do so by sending us an email to dane@servodelivery.com.

7. TRANSFERS OF PERSONAL INFORMATION OUTSIDE OF THE REPUBLIC OF SOUTH AFRICA

We may transfer personal information outside South Africa to a foreign country. Personal information may be stored on servers located outside South Africa in a foreign country whose laws protecting personal information may not be as stringent as the laws in South Africa. You consent to us processing your personal information in a

foreign country whose laws regarding processing of personal information may be less stringent. We will at all times ensure that all reasonable measures to protect the security of your personal information are taken and that any personal information transferred out of South Africa will only be processed in accordance with Servo's instructions.

8. LINKS TO OTHER WEBSITES AND SOCIAL MEDIA PLATFORMS

This privacy policy applies only to the accessing and/or use of the App, and not to websites or social media platforms or pages owned and/or operated by third parties. We may provide links to other websites which we believe may be of interest to our users. We aim to ensure that such websites are of the highest standard. However, due to the nature of the Internet, we cannot guarantee the privacy standards of third party websites and this privacy policy is not intended to be applicable to any linked, non-Servo site, social media platform or software application.

9. CHANGES TO THIS POLICY

Servo may amend this policy, from time to time. Please check the App periodically to inform yourself of these changes.