



## **SYNAQ Privacy Policy**

This Privacy Policy applies to the Software, Services, Documentation and the Web Site offered by SYNAQ (hereinafter referred to as the “Service Provider”) to you, the Client. In order to use the Services the Client must first agree to the terms and conditions of this Policy. In accepting the terms and conditions of this Policy, the Client warrants that he/she is duly authorised and otherwise able in law to enter into a binding agreement with Service Provider.

### **1. Information Collected**

The Service Provider collects and stores some or all of the following information about our Clients: company name; name; Internet domain name; job title; industry; email address; physical address; postal address; IP Address; and billing information, such as billing address, phone number, fax number, and VAT number.

The Service Provider further receives and may store certain types of information pertaining to your access and use of the Web Site such as "cookies" and information received when your Web browser accesses the Web Site such as your web request, Internet Protocol address, and browser type. The Service Provider uses cookies to improve the quality of Service rendered to you.

### **2. Use of Personal Information**

The Service Provider only processes personal information for the purposes described in this Privacy Policy and/or any supplementary privacy notices for specific Services. In addition to the above, such purposes include:

- providing our Services,
- auditing, research and analysis in order to maintain, protect and improve our Services;

- ensuring the technical functioning of our Services;
- protecting the rights or property of the Service Provider or our clients; and/or
- developing new services.

The Service Provider processes personal information on our servers in South Africa and in other countries. In some cases, we process personal information on a server outside your own country. We may process personal information to provide our own services. In some cases, we may process personal information on behalf of and according to the instructions of a third party, such as our business affiliates.

### **3. Information sharing**

The Service Provider only shares personal information with other companies or individuals in the following limited circumstances:

- With the client's consent;
- We provide such information to our subsidiaries, affiliated companies or other trusted businesses or persons for the purpose of processing personal information on our behalf; and/or
- We have a good faith belief that access, use, preservation or disclosure of such information is reasonably necessary to:
  - (a) satisfy any applicable law, regulation, legal process or enforceable governmental request, (b) enforce any applicable terms and conditions of Service, including investigation of potential violations thereof, (c) detect, prevent, or otherwise address fraud, security or technical issues, or (d) protect against harm to the rights, property or safety of the Service Provider, or its clients or the public as required or permitted by law.

#### **4. Information security**

The Service Provider takes appropriate security measures to protect against unauthorised access to or unauthorised alteration, disclosure or destruction of data. These include internal reviews of our data collection, storage and processing practices and security measures, as well as physical security measures to guard against unauthorised access to systems where we store personal data.

The Service Provider restricts access to personal information to employees, contractors and agents who need to know that information in order to operate, develop or improve our services. These individuals are bound by confidentiality obligations.

#### **5. Changes to this Privacy Policy**

Please note that this Privacy Policy may change from time to time. Each version of this Privacy Policy will be identified at the footer of the page, and we will also keep prior versions of this Privacy Policy in an archive for your review.

#### **6. Retention of Information**

The Service Provider will keep your personal information for as long as you are a Client.

#### **7. Enforcement/ Contact Us**

The Service Provider regularly reviews its compliance with this Privacy Policy. Please feel free to direct any questions or concerns regarding this Privacy Policy to:

Email: [hello@synaq.com](mailto:hello@synaq.com)

Telephone: +27 11 262 3632



## **8. Jurisdiction**

This Agreement shall be governed by and construed in accordance with the laws of South Africa without regard to any conflicts of laws or its principles. You agree, in the event any claim or suit is brought in connection with this Agreement, to the exclusive jurisdiction of a competent South African court.

*SYNAQ Privacy Policy, version 2.0.*