

This policy sets out how we process your personal information. By visiting our site (as defined in the Terms of Use), or by utilising our services you are accepting and consenting to the practices described in this policy.

## PERSONAL INFORMATION WE MAY COLLECT FROM YOU

Personal information includes any information relating to you (living, natural person, and where it is applicable, an identifiable, existing juristic person).

The following personal information may be processed by us:

- **Personal information you give us.** You may give us personal information about you on our site or by corresponding with us by phone, e-mail or otherwise or information you provide when you subscribe to our services. The information you give us may include your name, address, e-mail address and phone number, personal description.
- **Personal information we may collect about you.** With regard to each of your visits to our site we may automatically collect the following personal information:
  - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information (where applicable), your browser type and version, - browser plug-in types and versions, your device operating system and platform;
  - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); services/products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.
- **Information we receive from other sources.** We may receive personal information about you where you have authorised us to collect personal information from selected third parties.

## COOKIES

- A cookie is a small text file written to a user's hard drive that contains an identifying user number. Cookies may be used by us to understand the users of our site better and to personalise a user's experience of our site. , Please remember, cookies do not contain personal information;
- You can usually adjust your browser so that your computer does not accept cookies. If you do this, you will still be able to browse around the site but the functions that allow you to access an existing account or page that requires a username or password, will not be available;
- Alternatively you can adjust your browser to tell you when a website tries to put a cookie on your computer. How you adjust your browser to stop it accepting cookies or to notify you of them, will depend on the type of internet browser programme your computer uses;

## USE OF PERSONAL INFORMATION

- We use personal information held about you to:
  - carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
  - provide you with information about other services or products we offer that are similar to those that you have already acquired or enquired about or that we feel may interest you. You can unsubscribe at any time .
  - deal with enquiries and complaints made by or about you relating to our site.
  - to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
  - to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
  - to allow you to participate in interactive features of our service, when you choose to do so;
  - to measure or understand the effectiveness of advertising we serve to you and others

- **Submission of Personal Information on behalf of another:** Kindly take note that if you provide personal information on behalf of someone else, then it is your responsibility to obtain the necessary consent from such person before making the information available to us. On receipt of personal information we assume that the necessary consent has been obtained and will process the personal information as set out above. You indemnify us against any third party claim where a third party claim that personal information have been processed without the necessary consent or other available exception under the Act.

## DISCLOSURE OF PERSONAL INFORMATION

We may disclose or transfer your personal information to:-

- employees of ours to do their jobs
- business partners, suppliers and sub-contractors to enable us to provide you our services, including information services via our site
- service providers that provide information processing services to us;
- Advertisers and advertising networks for our marketing purposes. We do not disclose information about identifiable individuals to our advertisers, but we may provide them with aggregate information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day)
- Third parties in the event that we sell or buy any business or assets, in which case we may disclose your personal information to the prospective seller or buyer of such business or assets.
- We may also disclose or transfer your personal information if we are under a duty to disclose or transfer your personal information in order to comply with any legal obligation, or in order to enforce or apply our terms of use applicable to any particular site of ours or terms and conditions of supply of our services to you and other agreements; or to protect our rights, property, or safety, or the rights, property or safety of our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## WHERE WE STORE YOUR PERSONAL INFORMATION

- The personal information that we collect from you may be transferred to, and stored at, a destination outside your country. It may also be processed by contractors operating outside the country of our place of business who work for us or for one of our suppliers/service providers. Such staff maybe engaged in, among other things, the fulfilment of your instruction, the processing of your payment details and the provision of support services. By submitting your personal information, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.
- All personal information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.
- Records of personal information will not be retained for longer that is necessary for operational or archiving purposes for which the information was collected, unless retention of record is required or authorised by law. Records of personal information may be retained for periods in excess of those contemplated for historical, statistical or research purposes, subject to us establishing appropriate safeguards against the records being used for any other purpose and or we have de-identified the record(s).
- Unfortunately, the transmission of information via the internet is not completely secure. We will use appropriate and reasonable technical and organisational measurements to protect your personal information, but cannot guarantee the security of your data transmitted to our site or to any other location by electronic means; any transmission is at your own risk..

## SOCIAL MEDIA PLATFORMS

- Communication, engagement and actions taken through external social media platforms that we, our directors or employees participate in are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.
- You are advised to use social media platforms wisely and communicate / engage with them with due care and caution in regard to their own privacy and personal information. We will never ask for personal or sensitive information through social media platforms and encourage users, wishing to discuss sensitive details or to resolve issues/concerns, to contact us through primary communication channels such as by telephone or email.
- Our social networks page(s) may share web links to relevant web pages. By default some social media platforms shorten lengthy URL's. You are advised to take caution and good judgement before clicking any shortened URL's published on social media platforms by this website. Despite the best efforts to ensure only genuine URL's are published many social media platforms are prone to spam and hacking and therefore this website and its owners cannot be held liable for any damages or implications caused by visiting any shortened links.

## INTERCEPTION AND MONITORING OF COMMUNICATIONS

- We reserve the right to intercept, monitor, copy or block communications to and from our communication facilities (including but not limited to our site, Portal, email, SMSs etc.) in accordance with the relevant provisions of the law.

## YOUR RIGHTS

**Marketing:** You have the right at any time to ask us not to process your personal information for marketing purposes. You can exercise your right to prevent such processing by contacting us at [info@paterva.com](mailto:info@paterva.com) or use the unsubscribe functionality on our email communications. On receipt of your request we will within a reasonable time remove the relevant personal information.

**Third party websites/social media sites:** Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal information to these websites.

**Access to information:** You may access your personal information that we hold about you by sending us an email to: [info@paterva.com](mailto:info@paterva.com).

## CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate (not obliged), notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

## QUESTIONS

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to: [info@paterva.com](mailto:info@paterva.com).