

LE ROUX VIVIER ATTORNEYS' PRIVACY POLICY

1. Le Roux Vivier Attorneys (hereinafter referred to as "LVA", "we", "us", "our", "it" or "its", as appropriate) respects your privacy and will take reasonable measures to protect it, as more fully described below. We will collect and process your personal information in connection with the use of our services. Our services include legal services and any other ancillary services as specifically requested by you.
2. We may also need to use your personal information to manage our business, comply with our legal obligations, and improve and monitor the performance of our digital platforms and software we use.
3. You are requested to inform us immediately, should your personal information change and provide us with updates to your personal information as soon as reasonably possible to enable us to update our records.
4. You may be requested or may choose to provide additional personal information to us, in which event you agree that the information so provided, will be correct and current.
5. You may not impersonate or misrepresent any person or entity or falsely state or otherwise misrepresent your affiliation with anyone or anything.
6. You have a right to restrict unwanted direct marketing which shall include the right to refuse to accept, as well as the right to require that we and any other person discontinue any approach or communication if such approach or communication is primarily for the purpose of direct marketing to you. Subject to paragraph 7 below, we will not without your express consent use your personal information for any purpose other than as set out below:
 - 6.1 in relation to the use of our services;
 - 6.2 unless you have opted out from receiving marketing material from us, to contact you regarding our current or new services, or any other services offered by us or any of our affiliates;
 - 6.3 unless you have opted out from receiving marketing material from us, to inform you of new features and special offers offered by us or any of our affiliates;
 - 6.4 to fulfil our contractual obligations; and
 - 6.5 in accordance with our legitimate interests, to analyse and improve the quality of our services, to manage insurance risk, to guarantee the quality of customer service, to manage relations with our suppliers and

distributors, to manage the loss and/or destruction of data and unauthorised access, to manage and internally control our business activities, to carry out statistical analysis on the use of services and if necessary, to exercise our right to take legal action.

7. We will be entitled to disclose your personal information on a need-to-know basis to the following:
 - 7.1 our employees and/or third-party service providers who assist us to interact with you via our website, social media pages, email or any other method, for the use and rendering of services;
 - 7.2 our affiliates and business partners (including their employees and/or third-party service providers) in order for them to interact directly with you in the performance of our services and, unless you have opted out from receiving marketing material from us, in order for such affiliates and business partners to interact directly with you via email or any other method for purposes of sending you marketing material regarding any current or new products or services, new features, special offers or promotional items offered by them;
 - 7.3 any law enforcement or fraud detection agencies, government officials or third-parties when we believe in good faith, that the disclosure of your personal information is necessary to prevent physical harm or financial loss, or to report or support the investigation into suspected illegal activity, or to investigate any breach of this privacy policy, or the terms and conditions upon which a product was ordered from us;
 - 7.4 our service providers under contract with us and who assists with our business operations, it being recorded that these service providers may only use your personal information in connection with the services they perform for us and not for their own benefit;
 - 7.5 any third-party for purposes of providing you with an invoice for any services used from such third-party, which information shall be limited to your name, email address and contact telephone number.
8. LVA is entitled to use or disclose your personal information if such use or disclosure is required in order to comply with any applicable law, subpoena, order of court or legal process served on us, or to protect and defend our rights or property. In the event of a fraudulent online payment, LVA is entitled to disclose relevant personal information for criminal investigation purposes or in line with any other legal obligation for disclosure of the personal information which may be required of it.

9. LVA will ensure, to the extent possible, that all its employees, service providers, affiliates and business partners (including their employees and third-party service providers) having access to your personal information, are bound by appropriate and legally binding confidentiality obligations in relation to your personal information and that same is stored safely.
10. When ratings or reviews are provided by you in respect of a service, you consent that LVA may use same as it deems fit, including and without limitation on the website, social media pages, in newsletters and/or other marketing material. When using such rating or review, LVA may use your name as a reference.
11. LVA shall:
 - 11.1 treat your personal information as strictly confidential, save where it is entitled to share it as set out in this privacy policy;
 - 11.2 take appropriate technical and organizational measures to ensure that your personal information is kept secured and is protected against unauthorized or unlawful processing, accidental loss, destruction, alteration, disclosure or access;
 - 11.3 provide you with access to your personal information to view and/or update personal details;
 - 11.4 promptly notify you if it becomes aware of any unauthorized use, disclosure or processing of your personal information;
 - 11.5 provide you with reasonable evidence of its compliance with its obligations under this privacy policy on reasonable notice and request; and
 - 11.6 upon your request, promptly return, delete or destroy any and all of your personal information in its possession or control, save for which it is legally obliged to retain.
12. LVA will not retain your personal information longer than the period for which it was originally required, unless it is required by law to do so, or you consent to it retaining such information for a longer period.
13. Whilst LVA will do all things reasonably necessary to protect your privacy and personal information, it cannot guarantee such protection and will not accept any liability whatsoever for unauthorized or unlawful disclosure whilst your personal information is in its possession, unless such disclosure is as a result of its gross negligence or wilful conduct.

14. The LVA website makes use of “cookies” to automatically collect information and data through the standard operation of the Internet servers. Cookies are small text files a website can use (and which LVA may use) to recognise repeat users, facilitate the user’s on-going access to and use of a website and allow a website to track usage behaviour and compile aggregate data that will allow the website operator to improve the functionality of the website and its contents and to display more focused advertising to a user by way of third-party tools. The type of information collected by cookies is not used to personally identify you. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookies feature. Please note that cookies may be necessary to provide you with certain features available on our website and thus, if you disable the cookies on your browser you may not be able to use those features and your access to our website will therefore be limited. If you do not disable “cookies”, you are deemed to consent to our use of any personal information collected using those cookies, subject to the provisions of this privacy policy.

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