

LEXPRO PRIVACY NOTICE

INTRODUCTION

Lexpro Systems (Pty) Ltd, Reg. 2000/000111/07 ("LEXPRO" or "we", "our" or "us") is bound by the Protection of Personal Information Act, 2013. (POPIA)

This Privacy Policy sets out how we treat the personal information that we collect, use and disclose and our procedures regarding the handling of personal information, including the

- collection,
- use,
- disclosure
- storage

of information, as well as the right of individuals and Firms to access and correct that information.

From time to time, we may revise or update this Privacy Policy, or our information handling practices. If we do so, the revised Privacy Policy will be published on our website: www.lexpro.co.za

1. DEFINITIONS

Cookies means A small text file (up to 4KB) created by a website that is stored in the user's computer either temporarily for that session only or permanently on the hard disk (persistent cookie). Cookies provide a way for the website to recognize you and keep track of your preferences

Data means information in electronic form.

Data subject means the person to whom personal information relates.

Personal information means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to-

- (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, color, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person.
- (b) information relating to the education or the medical, financial, criminal or employment history of the person.
- (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person.
- (d) the biometric information of the person.
- (e) the personal opinions, views or preferences of the person.
- (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence.
- (g) the views or opinions of another individual about the person; and
- (h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

POPIA means the Protection of Personal Information Act 4 of 2013.

User means a person who uses a computer or other device to access this website; and

Web browser means an application used to access and view this website.

Well known browsers include Internet Explorer, Google Chrome, Mozilla Firefox, Opera and Safari.

Lexpro software includes all Lexpro web-based software, Lexpro Outlook Add-In, and Lexpro Mobile App

2. PERSONAL INFORMATION COLLECTED

LEXPRO may collect personal information to conduct our business, to provide and market our services and to meet our legal obligations.

By using our website or our services, i.e. **Lexpro Software, Lexpro Outlook Add-Inn, Lexpro Mobile App**, or by providing any personal information to us, you consent to the collection, use and disclosure of your personal information as set out in this Privacy Policy.

The types of personal information we collect and hold

The types of personal information we may collect, and hold includes (but is not limited to) personal information about:

- Clients and potential clients
- Lexpro clients' client information
- Suppliers

Personal information that we collect, and hold may include:

- Your name, address, contact telephone number and other contact details such as your email address.
- payment information (such as bank details);
- other personal information required to provide our services in specific cases
- details of your use of our products or services.

You are not obliged to provide personal information to LEXPRO. However, in many cases, if you do not provide your personal information to us, we may not be able to supply the relevant product or service that you have requested from us.

How personal information is collected and held by us

We collect personal information in the following ways:

- when you fill in and return to us a signed client form.
- when you submit personal information through our website (when you send us a message, idea or fill out an online form).
- in person, for example, when you engage with a Lexpro consultant or other staff member
- when you connect to a third party or connect to our services via a third party, for example, social media platforms
- in the course of providing services to you.
- We may also collect information about you from third party suppliers who link with Lexpro via specialised applications

Data storage

We store personal information in computer storage facilities and electronic and paper-based files.

We take steps to protect your personal information against loss, unauthorised access, use modification or disclosure. Some examples of the steps we take to protect your personal information include:

- Lexpro stores computer data and client information on servers, leased or owned by Lexpro in various data centers.
- The databases are stored on servers which is not accessible from the Internet
- All servers are protected by firewalls and passwords
- All communication to and from our servers are encrypted
- Ensuring there are suitable password protection measures to access databases and access privileges in place to monitor and control access to our IT systems.
- Imposing restrictions on physical access to paper files.
- Requiring any third parties engaged by LEXPRO to provide appropriate assurances to handle your personal information in a manner consistent with the Privacy Act; and
- Taking reasonable steps to destroy or de-identify personal information after we no longer need it for our business or to comply with the Law.
- Lexpro will in addition store the data of the clients or customers of Lexpro clients in a similar manner. This assurance only applies to Lexpro clients using the Lexpro online products.

3. DIRECT MARKETING

We also collect, hold, use and disclose your personal information to:

- notify you about the details of new services and products offered by us.
- notify you of the details of meetings, events and seminars that may be of interest to LEXPRO customers and clients.
- send you our newsletters and other marketing publications.
- administer our databases for client service, marketing, and financial accounting purposes; and
- to comply with our legal requirements regarding the collection and retention of information concerning the products and services that we provide.

*If you do not wish to disclose your personal information for the purpose of direct marketing or you would like to **opt-out** of receiving direct marketing communications, you can do so by contacting the LEXPRO Information Officer using the contact details set out below, or by following the instructions to unsubscribe which are contained in a communication that you receive from us.*

4. USE AND DISCLOSURE

Lexpro will only use personal information that you provide through this website for the purposes for which you provided it.

Lexpro will only disclose your personal information to third parties in limited circumstances, where authorised by POPIA (for instance to enable the South Africa Police Service to investigate a criminal

offence).

In some circumstances, you may provide to us, and we may collect from you, personal information about a third party. Where you provide the personal information of a third party, you must ensure that the third party is aware of this Privacy Policy, understands it and agrees to accept it.

Lexpro also makes submissions available in response to requests under the Promotion of Access to Information Act 20 of 2000.

5. USE OF COOKIES

Lexpro **does not use** any cookies on its website

Any personal information sent to Lexpro, is used for the purpose that it was sent for and not saved

6. LINKS TO SOCIAL NETWORKING SERVICES

Lexpro uses social networking services such as LinkedIn, Twitter, and Facebook to communicate with the public about its work. When you communicate with Lexpro through these services, that social networking service may collect your personal information for its own purposes.

These services may track your use of Lexpro's website on those pages where their links are displayed. If you are logged in to those services (including any Google service) while using Lexpro's website, their tracking will be associated with your profile with those service providers.

These services have their own privacy policies which are independent of the privacy policy and practices of Lexpro.

7. YOUR RIGHT TO ACCESS AND CORRECT PERSONAL INFORMATION

Lexpro will provide you with access to any personal information that we hold about you. You may also request Lexpro to correct your personal information. Kindly contact Lexpro's Information Officer or your Lexpro consultant to request access to your personal information or the correction of your personal information. You can ask to be removed from any of Lexpro's subscription lists at any time.

8. CONTACT DETAILS:

If you need to contact Lexpro for purposes related to this Privacy Notice, please send your request to:

Charmaine Skinner-Schulz

Information Officer

cs@lexpro.co.za / 012 345 4510

Updated: 01/09/2022