

<b>NAME OF DOCUMENT</b>	CUSTOMER PRIVACY POLICY
<b>PURPOSE</b>	This policy explains how we obtain, use and disclose customer personal information, in accordance with the requirements of the Protection of Personal Information Act (POPI).
<b>IMPLEMENTATION DATE</b>	7 JULY 2021
<b>REVISION</b>	1

## 1. Introduction

CE Mobility shall take all reasonable steps to protect the personal information of customers as stipulated by the Protection of Personal Information Act.

## 2. Processing of data

We collect and process your personal information to contact you to understand your requirements and to deliver services according to your needs. Personal information relates to, but is not limited to, your identity, contact information, health information, measurements. We will only collect information relevant to your needs.

Information is collected and processed in the following ways:

- Requesting information via telephone calls, emails, sms and whatsapp messages.
- Using the “contact us” and “Jivochat” features on the website.
- Responding to Facebook and Instagram information and marketing posts.
- Recorded telephone calls.
- CCTV footage.

By submitting your data, you agree to consent to these terms:

- Your personal information processed and stored within the CE Mobility database.
- Your personal information may be shared with employees of CE Mobility.
- Your personal information being shared with suppliers or funders (medical aids, RAF, WCA, etc.) to ensure delivery of products, if required.
- Your personal information may be disclosed to third parties for delivery of goods or for placing orders with associate companies.
- Under some circumstances we may be required to disclose or share your information without your consent, for example if we are required by law.

To ensure that your personal information is stored securely, we have these measures in place:

- The CE Mobility database is password protected and access is restricted to certain employees.
- Unauthorised access to your personal information is prevented by firewalls.
- Documents are stored within a secure environment with limited access.
- Telephone calls are stored in South Africa and can only be accessed by authorised staff.
- CCTV footage is stored within a secure environment and can only be accessed by authorised staff.

**3. Your rights**

You have the right to request the personal information we have about you. This request should be placed in writing and with the necessary identification. We will respond to reasonable requests within 30 days. You may withdraw consent at any time in writing. It is your responsibility to update your personal information with us.

**4. Website information**

We will automatically collect the device information (computer, phone, IP address, date and time of your visit, etc.) when you visit our website. We make use of cookie technology to track your activities when using our website.

**5. Changes to privacy policy**

CE Mobility reserves the right to update this privacy policy at any time.

**6. Complaints and further information**

You may request further information regarding personal information. Please refer to the “contact us” section on our website for contact information. You may also submit a complaint in writing to the information regulator: <https://www.justice.gov.za/inforeg/index.html>