1. Introduction

We and our partners are always committed to protecting your personal information. By accessing our website and using our platform, you acknowledge and agree to our Privacy Policy.

The Privacy Policy relates to how we collect, process, use and protect your business and personal information when you interact on our platform and purchase our products.

2. Business and Personal Information

Business and personal information means any information provided by you that is recognised under the relevant laws and includes any information which can identify you and your business. This includes but is not limited to information such as your name & surname, identity number, business name, business registration details, contact details, bank details, username and password. We may also collect and process data relating to visits on our website or platform, including but not limited to, traffic data and any other communication data.

3. Disclosing your Information

We will only disclose your business and personal information to others where it is necessary to conduct our business or is required by law, or as agreed with you. These instances include but not limited to transmitting and obtaining business and personal information for FICA and bank verification during registration, transmitting to our partners to provide our services, as required by regulatory authorities, where we believe in good faith it is necessary to protect our business and customers, and where we undergo change of ownership so the new owner can continue operating the business. In addition, we may disclose your business and personal information to law enforcement, other government agencies, or other third parties as may be necessary in connection with any investigation of fraud, intellectual property infringements, cybercrime, or other activity that is illegal.

4. Storing your Information

We will ensure that we have the appropriate measures in place, in accordance with the applicable laws, to protect your business and personal information from being unlawfully accessed or processed by any third party that is not our partner. Your information will be stored on cloud servers hosted in South Africa or in other locations and we will use a combination of technical and operational measures to keep your information safe and secure. We will ensure your information is encrypted and all transmission to and from our partners will be via encrypted SSL connection.

We will keep your information for as long as you are an active customer but will delete your information once you close your account. However we may need to retain some of your information for as long as we are obliged to do so under law or due to legal, tax, audit,

accounting or operational obligations. Any such retained information will be kept safe and secure.

5. Using your Information

We will not sell your business and personal information to any party or provide it to any party for marketing purposes.

We will however use your contact information to provide you with transactional messages required to operate or maintain or secure your account.

We may also use your business and personal information to provide you with system or product information, specific updates, latest features and other help & support features which we believe may be relevant or beneficial to you. We may also provide you with information on competitions, offers, specials, or promotions that you will find interesting and appropriate. At any point you may choose to opt out from such communication.

Our staff are bound by strict confidentiality obligations. They are given access only to the information they are required to see for them to fulfil their responsibilities.

6. Cookies

Our platform makes use of Cookies. These are small text files containing a string of characters, which enable us to recognise you as a returning visitor, track your usage behaviour, as well as store your user preferences and other information. If you so choose, you may block the Cookies, but this may impact your use or experience.

7. General

We reserve the right to amend this Policy from time to time and we will notify you of such on our platform. Upon such notification, you do agree to review and familiarise yourself with any such amendments within the revised terms.

If you have any questions, comments or concerns about our Privacy Policy, please address them to **hello@krowdbox.com**