

Doculam (Pty) Ltd Privacy Policy

1. The following document sets out how we at Doculam will collect, store, use and process your personal information (“Personal Information”) as defined in the Protection of Personal Information Act No.4 of 2013 (“POPIA”). This document may be updated from time to time so we encourage all our customers to please read this from time to time to check for any amendments.
2. If you make contact with us via phone, email, website, WhatsApp, social media and/or any other messaging service, your personal information is collected, used, processed and stored in accordance with this Privacy Policy and the acceptable rules, as set out by POPIA.
3. If you would like to change the way Doculam contacts you, then you will need to understand the following:
 - 3.1. If you would like to change how you hear from us, or no longer want us to contact you at all, then please contact us via email on info@doculam.co.za
 - 3.2. If you request that you no longer want us to contact you, **please be aware** that we may need to contact you for things like, quote follow ups, debt collection of outstanding monies or to provide you with information you have requested.
4. How does Doculam collect information from you?
 - 4.1. **Directly from you**
When you interact with us: such as when you contact us via email, telephone, WhatsApp, any messenger service, our website, Facebook, LinkedIn and/or any social media platform or event hosted by Doculam or a third party where our contact information is made available.
 - 4.2. **Indirectly from you:**
When you interact with third parties such as supplier referrals where you have directed enquiries to our affiliates and they refer your information back to us in order to provide the service we are mandated to provide on their behalf, both locally and internationally. This will often be received via any social media platform, affiliate websites and social media platforms or email/telephone.
5. **What personal information does Doculam collect from you and what do we use it for?**
 - 5.1 The personal information that is collected, processed and stored will depend on how you interact with us and which information you choose to supply. It is likely to include, but is not limited to, your name, contact number, identity number/date of birth, marital status,

occupation, email address, postal address, physical address, contact preference, employer details.

5.2 We will always only process and store your personal information within certain criteria for example:

- To keep an accurate transactional history of your purchases.
- To contact you with a query or information you have requested.
- To process your personal information for the purposes of doing credit checks should you apply for credit with us.
- To process your personal information for the purpose of paying you or collecting payment from you.
- To let you know about any company news, product updates or specials you can take advantage of. We will only contact you if you have given us permission to do so. All communication is voluntary on your part and you can notify us at any time if you do not want us to contact you again.
- To analyze and improve our services, website or information we provide you.
- To measure the effectiveness of our communication with you.
- To reach you and identify other departments or similar people like you on social and other platforms who could make use of our products and services.
- To provide you with service and product information.

If you wish to change how we use your information please contact us on 087 152 3333 or email us on info@doculam.co.za

6. Keeping your Personal Information safe:

We make sure that all the appropriate controls are in place, to ensure that we take good care of your Personal Information. We never share or sell it and use it for the sole purpose for which it is intended.

6.1 The transmission of information over the Internet is never completely secure and as a result, while we strive to protect your Personal Information, Doculam cannot guarantee the security of any information you transmit to us as you do so at your own risk. Once we receive your information, we make every effort to ensure its security by having strict technical and technological security measures in place that conform with POPIA. This includes service level agreements (SLAs) with all Doculam suppliers and service providers to ensure the same.

6.2 All staff responsible for handling your Personal Information understand the importance of protecting your private information and are contractually bound to do so as part of their employment contract with Doculam. This includes:

- Keeping your information safe and secure at all times

- Strictly adhering to internal privacy, IT and security policies
- Ongoing training to support them, in keeping your Personal Information safe and secure at all times.

7. **Sharing of Personal Information**

In order to give you the best customer experience along with all related administrative services, we have to share your information to companies that provide a service to Doculam. In complying with the POPI Act we have entered into SLA agreements with all service providers which stipulate and provide guidelines as to the importance of protecting all Private Information we pass onto them. The aforesaid partners may only act under our written authorized instruction and will not use your Personal Information for their own purposes.

8. What are your rights?

- You have the right to request a copy of the Personal Information we hold about you and to ask how we use your Personal Information.
- You have the right to request that we correct the Personal Information we hold about you and if not accurate to correct and update it.
- You also have the right to ask us to erase the Personal Information we have about you from our records with the exception where we are bound by law to store certain of your information for a minimum period of time.
- You also have the right to withdraw consent for us to use your Personal Information to contact you.
- You can contact us at any time on info@doculam.co.za to request or update any of your details.
- If you do not wish to hear from us in any direct or indirect marketing then please use the provided opt out or unsubscribe options made available to you.

Doculam may disclose your Personal Information if required to do so by law or if we believe that such action is necessary to protect and defend the rights, property or personal safety of our directors, employees, our websites, customers and service providers.