

## INCOMPASS ONLINE PRIVACY POLICY

### What information do we collect?

We collect information from you when you register with us, send us an enquiry or use the chat function on our website. When registering on our site, as appropriate, you may be asked to enter your: name, e-mail address and phone number. When using the registration link in order to receive our application form, more detailed information like your address, employment status, exchange control status and tax information will have to be entered.

### What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

- To personalize your experience (your information helps us to better respond to your individual needs)
- To sign you up as a client and be able to offer our service to you
- To improve our website (we continually strive to improve our website offerings based on the information and feedback we receive from you)
- To improve customer service (your information helps us to more effectively respond to your customer service requests and support needs)
- Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the service requested.

### How do we protect your information?

We comply with the Protection of Personal Information Act 4 of 2013 and as a registered Financial Services Provider we comply with the Financial Advisory and Intermediary Services Act 37 of 2002. Additionally, we are holding an ISO 27001 and ISO 9001 certificate.

### Do we use cookies?

Yes (Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information.

### This website uses Google AdWords & Remarketing

Incompass.co.za and money-transfers.co.za also uses 3rd party vendor re-marketing tracking cookies, including the Google Adwords tracking cookie. This means we will continue to show ads to you across the internet, specifically on the Google Content Network (GCN). As always, we respect your privacy and are not collecting any identifiable information through the use of Google's or any other 3<sup>rd</sup> party re-marketing system.

The third-party vendors, including Google, whose services we use – will place cookies on web browsers in order to serve ads based on past visits to our website.

Third party vendors, including Google, use cookies to serve ads based on a user's prior visits to your website. This allows us to make special offers and continue to market our services to those who have shown interest in our service.

Incompass (Pty) Ltd

4th Floor | 71 Loop Street | Cape Town 8001 | South Africa

Tel: +27 (0) 21 424 2936 | Fax: +27 (0) 86 568 2086 | E-mail: info@incompass.co.za

Block D - 2nd Floor | Edenburg Terraces | 348 Rivonia Blvd | Rivonia 2128 | Johannesburg | South Africa

Tel: +27 (0) 11 234 4275 | Fax: +27 (0) 86 568 2086 | E-mail: info@incompass.co.za

Directors: N Le Roux (South African) • F Röhlandt (nee Flügel) (German)

An Authorised Financial Services Provider (license No: 13011) | Registration No: 2012/188288/07 | Incompass is ISO 9001:2008 and ISO/IEC 27001:2013 certified.



In addition to using cookies and related technologies as described above, we also may permit certain third-party companies to help us tailor advertising that we think may be of interest to users and to collect and use other data about user activities on our Sites and/or Services (e.g., to allow them to tailor ads on third party services). These companies may deliver ads that might also place cookies and otherwise track user behaviour. For example, we may use Google's re-marketing service to target our ads to you based on your prior use of the Site when you visit other sites in Google's content network.

## Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety.

## Terms and Conditions

Once you use our application link, you will receive our Terms and Conditions as part of our application form which will have more detailed information on data protection.

## Your Consent

By using our site, you consent to our online privacy policy.

## Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page.

## Contact Us

If there are any questions regarding this privacy policy, you may contact us using the information below.

Incompass  
71 Loop Street  
4<sup>th</sup> floor  
Cape Town, 8000  
Phone: 021 4242936  
Email: [info@incompass.co.za](mailto:info@incompass.co.za)  
Information officer: Nico Le Roux

### Incompass (Pty) Ltd

4th Floor | 71 Loop Street | Cape Town 8001 | South Africa  
Tel: +27 (0) 21 424 2936 | Fax: +27 (0) 86 568 2086 | E-mail: [info@incompass.co.za](mailto:info@incompass.co.za)  
Block D - 2nd Floor | Edenburg Terraces | 348 Rivonia Blvd | Rivonia 2128 | Johannesburg | South Africa  
Tel: +27 (0) 11 234 4275 | Fax: +27 (0) 86 568 2086 | E-mail: [info@incompass.co.za](mailto:info@incompass.co.za)

Directors: N Le Roux (South African) • F Röhlandt (nee Flügel) (German)

