

NEXDESK WEBSITE PRIVACY POLICY

DEFINITIONS

1. "THE WEBSITE" means the website hosted at nexdesk.co.za
2. "NEXDESK" means Nexdesk (Pty) Ltd with registration number 2019/580500/07 and being based at 6 Nokwe Avenue, Umhlanga Ridge, Durban, 4319, South Africa.

1. INTRODUCTION

The Protection of Personal Information Act (POPIA) requires us to inform clients as to how we store, use, and disclose personal information obtained from them.

We are committed to protecting our clients' privacy and will ensure that their personal information is used appropriately, transparently, and according to applicable law.

We do not provide products or services to persons under the age of 18 years.

2. PERSONAL INFORMATION COLLECTION

We collect and process personal information to provide our clients with products and services as detailed on the website. These are either provided directly by us or from our partners with whom we have contractual agreements in place.

We may collect and use the following kinds of personal information:

- Information about your use of the website (including contact details entered and documents uploaded on our Contact Us page);
- Information that you provide for the purpose of subscribing to the website services (including our newsletter); and
- Any other information that you send to us.

The personal information collected also helps us improve our services to our clients.

The type of information we collect depends on the need for which it is collected, and it is processed for that specific purpose only. Where possible, we will inform the client what information is mandatory and what information is optional.

We may also supplement the information that is provided to us with information we receive from other partners to offer a more consistent and personalised experience in interactions with us.

3. INFORMATION USE AND DISCLOSURE

We will use your personal information only for the purposes for which it was collected and agreed to.

This may include using your personal information to:

- Personalize the website for you;
- Enable your access to and use of the website services;
- Send to you products that you purchase;
- Supply to you services that you purchase;
- Send you marketing communications.

Where we disclose your personal information to our agents, partners or sub-contractors for these purposes, the agent, partner, or sub-contractor in question will be obligated to use that personal information in accordance with the terms of this privacy policy.

In addition to the disclosures reasonably necessary for the purposes identified elsewhere above, we may disclose your

personal information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and to establish, exercise or defend our legal rights.

4. PROTECTING YOUR INFORMATION

The POPI Act requires us to adequately protect the personal information we hold to avoid unauthorised access and use of our clients' personal information.

We continuously review our security controls and processes to ensure that stored personal information is safe and secure.

If we need to transfer the personal information to another country for processing or storage, we will ensure that any party to whom we pass on your personal information will treat your information with the same level of protection as required by POPIA.

5. YOUR RIGHTS

Our clients have the right to access the personal information we hold pertaining to them. Clients, partners, and employees have the right to ask us to update, correct or delete their personal information. We will take all reasonable steps to confirm the identity of the data subject before providing details of the personal information or making changes to the held personal information.

To submit a request for confirmation, access, correction, or deletion/de-identification of the information we may have related to you, kindly write to us using our contact information as published.

6. UPDATES TO THIS POLICY

We may update this privacy policy by posting a new version on the website. You should check back periodically to ensure you are familiar with any changes.

7. OTHER WEBSITES

The website may contain links to other websites. We are not responsible for the privacy policies or practices of any third party.

8. CONTACT INFORMATION

If you have any questions about this policy or NEXDESK's treatment of your person information, kindly contact:

- Via email to: info@nexdesk.co.za; or
- Via post to NEXDESK, 6 Nokwe Avenue, Umhlanga Ridge, KwaZulu Natal, 4319, South Africa.