

Braintree by Vox Telecom (Pty) Ltd ("Braintree")

Privacy Policy

Introduction

In South Africa, the Protection of Personal Information Act No. 4 of 2013 (the "POPI Act") defines what personal information is, and regulates the who, what, when and how of processing personal information.

The POPI Act also defines what falls under "Processing", which includes collecting, receiving, recording, organising, collating, storing, updating, modifying, retrieving, altering, using, distributing, sharing, merging, linking and destroying personal information.

By using Braintree's website, a user will be communicating that they acknowledge the content of this Privacy Policy and agree and submit to the terms and conditions contained in it. Should a user disagree with any aspect of this Privacy Policy, they should not access or use Braintree's website or online shop for any reason.

Purpose of Policy

The purpose of this Privacy Policy is to describe how Braintree, in compliance with the POPI Act and other applicable data protection legislation, processes personal information submitted by or collected from users via its website.

Collection of Personal Information

Braintree may collect a user's personal information when the user:

- visits Braintree's website
- submits a request to speak to an expert/specialist
- requests Braintree to contact the user
- registers for an account (an "Online Account") to enable the user to shop online;
- logs into their Online Account and updates their details and/or makes purchases;
- signs up for Braintree's marketing communications

Types and Purpose of Personal Information Collected

Braintree may collect and Process the following types of user information, which may include Personal Information:

Type of information	Used by Braintree for
Enquiry Information, which may include: <ul style="list-style-type: none"> names, surname email address, telephone number the nature of the enquiry 	Responding to the user's enquiry
Account registration information, which may include: <ul style="list-style-type: none"> name(s), surname email address telephone numbers billing and delivery addresses credit card or other payment method information 	Identification of the user, delivery of the ordered product(s) and/or service(s); administration and billing
Purchasing information	Identification and delivery of the product(s) and/or service(s) ordered; Identification of purchasing patterns used for improved service delivery
Website usage information, which may include: <ul style="list-style-type: none"> IP address, geographical location browser type and version operating system referral source duration of visit pages viewed navigation paths selected service use patterns 	Website use analysis and generation of use statistics to enable Braintree to make improvements to its website and the user's online shopping experience.
Communication subscription information, given voluntarily by the user, which may include: <ul style="list-style-type: none"> name(s), surname email address mobile phone number 	To deliver email notifications, marketing communications and/or newsletters, as subscribed for by the user

Braintree may also use the information contemplated above to detect, prevent and address fraud, security and technical issues.

Cookies

Cookies are small text files containing information sent by a webserver to a user's browser on their computer, mobile phone or any other internet-enabled device, when visiting an online website. These text files are used to identify the user's computer, browser, operating system and IP address. Braintree uses cookies to ensure that it gives its users the best experience on Braintree's website.

A user can delete cookies at any time or can set their browser to reject or disable cookies. Be aware, though, that certain functions on the website may not work efficiently or at all if cookies are disabled.

No information which personally identifies a user will be collected through cookies. Users can obtain information about how to manage cookies at www.allaboutcookies.org or www.kaspersky.com/resource-center/definitions/cookies.

Children

Braintree's website is not directed at persons under the age of 18 years ("Minors" or "a Minor"). Braintree does not knowingly collect personal information from Minors.

If a user is a Minor, they should not use Braintree's website or online shop. If a user is the parent of a Minor who becomes aware that their child has provided personal information to Braintree, please notify Braintree at legalnotifications@braintree.co.za.

Disclosure

Braintree will make reasonable efforts to restrict access to users' personal information to only those employees, contractors and agents who need such access in order to operate, develop and improve Braintree's website and to facilitate the process of purchasing, delivery and administration of Braintree's products and services.

Braintree undertakes not to disclose a user's personal information to third parties except as specified in this Privacy Policy.

Braintree may be required, and by accessing and using Braintree's website, each user authorises Braintree to disclose their Personal Information to a third party if required by law, where it is necessary to give effect to an order placed for products or services via Braintree's online shop, or where Braintree has a reason recognised in law for doing so.

Such third parties may include:

- those required by law including, without limitation, governmental, regulatory and law enforcement bodies
- subsidiaries and entities of the group of companies of which Braintree forms part
- Braintree's website hosting, software development and other service providers who assist Braintree with the operation of this website and online shop

Should there be a sale, merger, consolidation, change in control, transfer of substantial assets, reorganisation or liquidation of our company, each user consents and authorises Braintree to transfer their information to the third parties involved in the sale, merger, consolidation, change in control, transfer of substantial assets, reorganisation or liquidation.

Storage and Deletion

Braintree neither stores nor retains any credit card information.

Should Braintree no longer require the use of any of the information collected as contemplated in this Privacy Policy, such information will be securely and irretrievably deleted in accordance with the data retention periods specified in the POPI Act or other applicable legislation.

Users' Rights in respect of their Personal Information

Braintree will use a user's personal information as described in this Privacy Policy. Should Braintree want to use a user's information for a purpose not specified in this Privacy Policy, Braintree must first get the user's consent to do so.

Marketing Communications

Braintree will respect a user's wishes to not receive marketing communications and can change their marketing preferences by contacting Braintree at marketing@braintree.co.za. Braintree will, however, continue to send service-related communications regardless of any opt-out request.

Objection to Processing of Personal Information

Should a user object to Braintree Processing their personal information, they may submit an objection by using the POPI Form 1 available at <https://www.braintree.co.za/wp-content/uploads/2023/09/PAIA-and-POPI-Forms-Braintree-By-Vox.pdf>.

Correction of Personal Information

Should a user believe that their personal information held by Braintree is outdated or incorrect, they may ask Braintree to correct such information by using the POPI Form 2 available at <https://www.braintree.co.za/wp-content/uploads/2023/09/PAIA-and-POPI-Forms-Braintree-By-Vox.pdf>. It is requested that all the information needed to make the correction is provided as requested in such form.

Links to Other Websites

Braintree has no control over and accepts no responsibility for the privacy practices of any third party sites to which hyperlinks may have been provided, and Braintree strongly recommends that users review the privacy policy of any such site visited before using it further.

Security Disclaimer and Waiver

While reasonable and ongoing measures are taken to ensure the security and integrity of information submitted on Braintree's website, no data transmission over the Internet can be entirely secure. Therefore, despite the aforesaid security measures, Braintree cannot guarantee or warrant the security of any information users transmit via Braintree's website.

Users are responsible for maintaining the security of their credentials used to access their Online Account and must report any suspected or actual unauthorized activity to Braintree as a matter of urgency.

In respect of any and all liability arising from the unauthorised disclosure of a user's personal information as a result of such user transmitting their personal information via Braintree's website (collectively "Liability"), each user waives, releases and discharges Braintree, its shareholders, directors, officers, employees, volunteers, representatives, and agents (the "Indemnified Parties") from any and all claims the user might have in respect of such Liability and indemnifies, holds harmless, and promises not to sue the Indemnified Parties therefor.

Changes to this Privacy Policy

Braintree may change or update this Privacy Policy from time to time. In such event, an updated version will be posted on Braintree's website.

By continuing to use Braintree's website or online shop after any changes to this Privacy Policy have been published on the website, a user will be agreeing to the revised Privacy Policy.

It is recommended that users regularly review the Privacy Policy to keep up to date with Braintree's prevailing information practices and consents granted by users in respect of their personal information.

Governing Law

This Privacy Policy and the relationship between Braintree and any users of Braintree's website, and/or any dispute arising from or in connection with the foregoing, will be governed by and interpreted in accordance with the laws of the Republic of South Africa.