

## Privacy Policy

By using the One Linkage platform, you agree that we may hold, publish, or use the personal information that you supply to us in accordance with the terms of this Privacy Policy. In this regard, we endeavour to ensure the quality, accuracy, and confidentiality of all personal information in our possession.

### 1. Definitions

'One Linkage (Pty) Ltd, 'One Linkage (Pty) Ltd, 'we', 'us', 'our' and 'ours' refer to 'One Linkage.

The terms 'you', 'your' and 'yours' refer to any registered member of the Linkage platform.

The term 'website' refers to the Linkage website: <https://www.linkage.co.za>.

The term 'service provider' refers to any individual or business entity that wishes to advertise a service on the platform.

The term 'buyer' refers to any individual or business entity that wishes to procure a service advertised on the platform.

The term 'member' refers to a registered user of the platform.

The term 'personal data' refers to personally identifiable information about a member, such as their name, job title, email or postal address, and other business-related information.

The term 'POPI Act' refers to the Protection of Personal Information Act 4 of 2013.

### 2. About Your Privacy

We are committed to safeguarding, to the highest professional standard, the privacy of the information supplied by members of the Linkage platform. To this end, we will only use the information that we lawfully collect from you, in accordance with the Protection of Personal Information Act ('POPI').

If you have any queries about your personal information or how we use such information, please contact: The Managing Director, One Linkage (Pty) Ltd, 1<sup>st</sup> Floor, 6 Kikuyu Road, Sunninghill, Johannesburg, Gauteng; tel (+27) 011 100 4727; email [info@linkage.co.za](mailto:info@linkage.co.za).

### 3. How We Collect Personal Data

We collect information about you (referred to as 'personal data') when you register on the Linkage platform and also when you correspond with us by email. When registering on the platform, users are asked to provide the following information:

- Name and surname;
- ID number;
- Registered company name and profile;
- Telephone number;
- Email address;
- Physical address;
- Social media logins and/or profile information;
- Nationality;
- Level of education; and
- Company funding information.

In addition, we use activity-log software tools that collect data automatically about your visits to the platform. This data is aggregated and anonymous and does not identify you specifically. As a member, you acknowledge that it might be possible to identify you from this data if it is aggregated with other personal details that you supply to us. However, we will not share the information with third parties (except under special circumstances) and will only use it within One Linkage on a need-to-know basis.

#### **4. Use of Cookies**

A cookie is a small piece of information that is sent to a user's browser and is then stored on the user's computer hard drive. In order to collect anonymous data from you, as described in 3. above, we may use temporary cookies to collect your domain name and the date and time you visited the platform. Cookies cannot by themselves be used to discover the identity of a user.

Cookies will not damage your computer. However, you can set your browser to notify you when you receive a cookie so that you can decide if you want to accept it or not.

#### **5. How We Use Personal Data**

We acquire and process members' personal data for specific purposes only, as required by the Linkage platform. We will only ask for data that is relevant and adequate for these purposes, and we will always indicate why we need the data. Reasons might include:

- Providing you with information about our services;
- Providing you with service-related or promotional material that you have specifically requested;
- Processing a specific request that you have made; and
- Conducting market research.

#### **6. Protection of Personal Information Act 4 of 2013**

The platform provides a means for service providers to identify and attract buyers, and vice versa. A service provider or buyer registering on the platform acknowledges that their company profile is in the public domain and is therefore accessible to other members.

In terms of the Protection of Personal Information Act 4 of 2013 ('POPI'), we warrant that all confidential information (such as directors' personal identification and company banking details) is masked and made available only to an authorised administrator. We further warrant that a service provider's company information will not be provided to any third party, except under the following limited circumstances:

- We may occasionally transfer personal information to a third party who acts for or on our behalf, or in connection with our business, for further processing in respect of which you have already given your consent;
- We may transfer the information in our databases to a third party for one of the following reasons: to comply with a legal requirement; for the administration of justice; to protect members' vital interests; to protect the security or integrity of our databases or the Linkage platform; to take precautions against legal liability; or to effect a corporate sale, merger, reorganisation, dissolution or similar event.

Furthermore, you should accept that we communicate with our members from time to time through emails or direct phone calls, largely to keep you updated on the latest developments with the Linkage platform. You can at any time choose to opt out of receiving such communication by contacting us on (+27) 011 100 4727.

We may also make company-related information available to our partners for the purpose of market research. To ensure the integrity of the information made available to members on the platform, we

validate the accuracy and legitimacy of critical data linked to company profiles. As a member of the platform you automatically give your consent to such validations being carried out.

## **7. Security of Personal Data**

We keep your personal data only for as long as is reasonably necessary in terms of the platform's function as well as to meet any relevant legal or ethical reporting or document-retention requirements. The personal data that we collect from members shall only be accessed by One Linkage employees, representatives, and consultants on a need-to-know basis, with such individuals being subject to internal security protocols and reasonable confidentiality obligations. Although we cannot provide any guarantees against loss, misuse, unauthorised disclosure, alteration, or destruction of personal data, we take strenuous steps to prevent such occurrences.

To prevent unauthorised access to or use of personal data, we have implemented up-to-date technical and organisational security measures designed to safeguard and secure such data against accidental or intentional manipulation, unauthorised disclosure, loss, misuse, or destruction. Our services and databases are protected by industry-standard security technology, such as firewalls and password-protection software.

## **8. Access and Corrections to Personal Data**

At any time, you can print a report on all the personal information you supplied during the registration process. Should you need to confirm any additional information on you or your organisation, we will disclose this to you upon receiving a written request addressed to the Administration Manager at the email or postal address provided in 2. above. We will also amend or delete any personal information that is inaccurate or out of date and notify any relevant third parties of the changes.

## **9. Links to Other Websites**

This Privacy Policy applies only to <https://www.linkage.co.za>. The Linkage platform may have hyperlinks to websites that are not operated by One Linkage. These hyperlinks are provided for your reference and convenience only, and we have no control over the websites in question. We cannot, therefore, be held responsible for the protection and privacy of any data you provide while visiting other websites. You should therefore exercise caution and review the privacy statement posted on any website you visit before sharing any information about yourself.

## **10. Updates and Changes to Privacy Policy**

We reserve the right, at any time and without notice, to add to, change, update or modify this Privacy Policy by posting such change, update, or modification on the Linkage website, whereupon it will immediately become effective.

## **11. Governing Law**

These terms and conditions are governed by the laws of the Republic of South Africa. By agreeing to the terms and conditions, you agree that any legal dispute arising out of your use of the platform, which cannot be resolved between the parties, will be referred to litigation in a court with the relevant jurisdiction within the Republic of South Africa.