

## Defy Channel Incentive Programme Website / Application Privacy Policy

Key terms used in the Privacy Policy:

- Cognition – Cognition Holdings Limited, the administrator of the Defy Channel Incentive Programme
- Defy CIP – the Defy Channel Incentive Programme administered by Cognition Holdings Limited on behalf of Defy (Pty) Ltd
- The Portal – the website ([www.defyspivs.co.za](http://www.defyspivs.co.za)) and the mobile application (available on Google Play and Apple Store)

1. Cognition takes your privacy seriously and is committed to protecting your personal information. We use the personal information that we collect from you in accordance with this Privacy and Cookie Policy.
2. Personal information, when used in this Policy, means information that can identify you as an individual or is capable of identifying you. By personal information we don't mean general, statistical, aggregated or anonymised information.
3. We will give you prior notice when we collect personal information from you and we will inform you of the purpose for which your personal information is collected.
4. By using the Portal you confirm that you consent to the collection and use of your personal information as specified below.

### **5. What Information Do We Collect About You?**

We collect the following information about you:

- Name
- Surname
- Email address
- Cellphone Number
- Copy of ID

### **6. How We Collect Information About You**

We collect this information when you register as a participant of Defy SPIVS.

### **7. How We Use Your Information**

Your identity document is required for FICA purposes. We will use the information you provide during registration to contact you for purposes of card delivery and to communicate information to you about the Defy SPIVS.

#### **8. How Long Do We Keep Your Information For?**

Unless there is a specific legal requirement that requires us to keep your information (for example FICA) we will only keep your information for as long as you are a participant of the Defy SPIVS.

#### **9. Disclosing Your Information To Third Parties**

We will provide your information to Defy as we administer the Defy SPIVS on behalf of Defy.

#### **10. When And Where Do We Use Cookies?**

When you visit the Defy SPIVS Portal we allocate cookies. These cookies will allow us to recognise you as a participant and will enable us to provide you with the services you require.

#### **11. How Can You Refuse Or Opt Out Of Cookies?**

Most browsers are set by default to accept cookies automatically, but usually you can alter the settings of your browser to prevent automatic acceptance and to prompt you every time a cookie is sent to you or to allow you to choose not to receive cookies at all. If you disable cookies this may result in the website not performing as it was intended to.