



# Motocade Privacy Policy

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**Version 1.0**

The purpose of this Privacy Policy is to set out how, why, and when Motocade Technologies (Pty) Ltd uses your Personal Information, to comply with the Protection of Personal Information Act 4 of 2013 (POPI Act).

This Privacy Policy applies to all users of our website and software applications, collectively referred to as "Our Platforms" or "Motocade Platforms", which are used to access our products and/or services.

In this Privacy Policy, the terms:

- "Personal Information", "Process/process", and "Processing/processing" bear the same meanings as set out in the POPI Act.
- "Motocade", "We/we", "Us/us", or "Our/our" refers to Motocade Technologies (Pty) Ltd, a private company incorporated and registered under the laws of South Africa, with registration number 2023/806709/07.
- "You/you" and "Your/your" refers to every natural or juristic person that accesses or uses Our Platforms, also referred to as a User.
- "Registered User(s)" refers to anyone registered on Our Platforms and has provided us with a unique e-mail address and password, as well as other Personal Information to access services on Our Platforms.

Further, please pay special attention to the clauses in this Privacy Policy that appear in **bold** which:

- may limit the risk or liability of Motocade or a third party.
- may create risk or liability for the User.
- may compel the User to indemnify Motocade or a third party.
- serves as an acknowledgement, by the User, of a fact.

We respect every Registered User's privacy and take the protection of Personal Information very seriously. We strive to deliver excellent service every time you access Our Platforms and, to do this, we need to use and store some of your Personal Information. This Privacy Policy describes how we handle the Personal Information we collect about you and/or receive from you.

**By accessing and using Our Platforms, you agree to the processing of your Personal Information as set out in this Privacy Policy.**



## Personal Information We Collect and Process

Motocade processes Personal Information in a manner that is reasonable, adequate, relevant, non-excessive, and purpose specific. For Users to access and use Our Platforms, we collect and process some Personal Information. When you become a Registered User, we must collect and process your Personal Information to render our services to you.

When you register to use Our Platforms, we may collect the following Personal Information:

- Full name as it appears in your identity document.
- E-mail address.
- Mobile contact number.
- Banking details.
- Billing address.
- Written confirmation of banking details.
- Registered company name.
- Company registration number.
- Business address.
- Company registration documents.
- Proof of business address.

Should your Personal Information change or you wish to amend and/or correct this Personal Information, you can do this by sending a written request to Motocade.

**You warrant that the information you have provided is accurate, current, true, correct, and that it does not impersonate or misrepresent any person or entity, or falsely state or otherwise misrepresent your affiliation with anyone or any entity.**

## The Reasons Why We Process Your Personal Information

We process the Personal Information we collect and receive to:

- identify you and verify your identity.
- create a user account for you.
- enter a business relationship with you.

As a Registered User, we also process your Personal Information to:

- provide you with information, products, or services you request from us.
- communicate with you regarding Our Platforms and provide you with information, services, including billing, customer support, resolving issues, and quality control.
- notify you about changes to Our Platforms, services, terms of service, privacy policy, and any other changes that impact Our Platforms and services.
- get feedback from you which we need to develop our services and grow our business.
- comply with any legal or regulatory obligations or financial laws.

- undertake research for statistical purposes. The findings we get from this process do not include your Personal Information and cannot be linked to you, nor can you be identified from the statistics.

**By accessing and using Our Platforms, you agree to the processing of your Personal Information, for all the above-stated reasons.**

## Retention and Restriction of Records

We keep your Personal Information for as long as:

- we need it to provide Our Platforms or services to you.
- it is required or allowed by law and is in line with our internal retention policies.
- it is necessary to uphold the business relationship between you and us.
- you have agreed to us keeping your Personal Information, subject to your request for us to stop processing your Personal Information.

We will retain your Personal Information for as long as is necessary to achieve the purpose for which this information was collected or subsequently processed. If your Personal Information is used for more than one purpose, we will retain it until the purpose with the latest period expires, but we will stop using it for the purpose with a shorter period once that period expires.

**By accessing and using Our Platforms, you consent to us retaining records of your Personal Information for no longer than may be necessary to achieve the purpose for which the information was initially collected or subsequently processed.**

## User Tracking and Cookies

When currently do not use cookies or any other tracking technologies on any of Our Platforms. Should we, in future, decide to make use of cookies; we will make the necessary amendments on this Privacy Policy and duly solicitate your consent.

## Who Else Gets to Process Your Personal Information?

We do not sell your Personal Information to third parties for their marketing or any other purposes.

We may provide or make your Personal Information available to:

- our employees and the staff of third-party service providers to enable them to assist us in our interaction with you via Our Platforms, while providing you with relevant services.
- law enforcement entities, government officials, fraud detection agencies, or other third parties when the disclosure of Personal Information is necessary or appropriate in connection with an investigation of fraud or other illegal activities, or any activity that may expose us to legal liability and/or financial loss.

- third parties in the event of any re-organisation, merger, consolation, sale, joint venture, or other disposition of any or all our assets.
- our service providers (under contract with us) who help with parts of our business operations (fraud prevention, marketing, public relations, technology services, etc). However, our contracts dictate that these service providers may only use your Personal Information in connection with the services they perform for us and not for their own benefit or any other purpose.

**By accessing and using Our Platforms, you consent to us making your Personal Information available for processing by our employees and any of the above-mentioned third parties and their staff, only for the above-mentioned purposes.**

## Sending Your Personal Information Outside of South Africa

We may transfer certain Personal Information outside the geographic borders of South Africa to service providers for purposes set out above (The Reasons Why We Process Your Personal Information), including for data storage and back-up purposes to ensure the integrity of Our Platforms.

When we transfer your Personal Information outside of the geographic borders of South Africa, we will ensure that we do so in accordance with the requirements for lawful transfer outside of South Africa as set out in the POPI Act.

**By accessing and using Our Platforms, you consent to us transferring your Personal Information outside of South Africa as set out in the POPI Act.**

## Securing Your Personal Information

We secure the integrity and confidentiality of your Personal Information in our possession or under our control by taking appropriate, reasonable, technical, and organisational measures to prevent any loss, damage, and unauthorised access to your Personal Information.

**Should you disclose your Personal Information to any third party other than Motocade, we shall not be liable for any loss or damage arising or suffered by you because of the disclosure of such Personal Information to any third party. This is because we do not regulate or control how that third party uses your Personal Information. You should always ensure that you read the privacy policy of any third party.**

## Know Your Rights

Having provided adequate proof of your identity, you have the right to:

- View, correct and/or amend your Personal Information we possess.
- Request a record or description of your Personal Information.
- Request to have your Personal Information corrected, destroyed, or deleted. **Please note that you can stop being a Registered User by cancelling your account. In this instance, Motocade will only retain your Personal Information subject to any legislative requirement and/or our internal retention policy.**
- Us complying with your requests upon receipt, unless we have credible reason why we cannot comply.
- Us indicating where, if we cannot agree whether to correct or delete your Personal Information as requested, a correction or deletion was requested but was not made.
- Us informing you if reasonably practicable, should we change your Personal Information, and this has an impact on decisions about you.
- Us notifying you of the action taken by us because of your request.
- Us notifying you of unauthorised access to your Personal Information.
- Demand reasonable evidence of our compliance with our obligations under this Privacy Policy, on reasonable notice and request.
- Submit a complaint to the Information Regulator.

## How to Lodge a Complaint with the Information Regulator

If you have any complaints about this Privacy Policy or our compliance with this Privacy Policy, you can lodge a complaint with the Information Regulator (<https://info regulator.org.za/>).

This version of the Privacy Policy replaces any preceding Privacy Policy provisions on our website. Please note that we may occasionally update this Privacy Policy. When you access and use Our Platforms, the version of the Privacy Policy posted on our website applies to you.