

UPD Privacy Policy

For purposes of this Privacy Policy, personal information is information as defined in the Protection of Personal Information Act 4 of 2013.

What information do we collect?

We collect information from you when you interact with us via any channel (such as the UPD e-commerce website, Supplier Data Portal, when you interact with our debtors team, or when you use our services such as when you utilised our CRM platform or when you use our WhatsApp customer care application. We also collect information from you when you place an order with us. This information may include your name, account number, delivery address, phone number, product details, or any other information relating to your business.

What do we use your information for?

The information we collect from you may be used to:

1. personalize your experience (your information helps us to better respond to your individual needs);
2. improve customer service (your information helps us to more effectively respond to your customer service requests and support needs);
3. process transactions or provide you with the services we offer;
4. send periodic emails, such as order processing, information and updates pertaining to your orders, in addition to receiving occasional company news, updates, related product or service information;
5. process and evaluate your company's credentials for credit vetting procedures.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information. We offer the use of a secure server.

Do we use cookies?

Yes (Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information. We use cookies to help us remember and process the items in your shopping cart and understand and save your preferences for future visits.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties, your personally identifiable information. This excludes third parties who assist us in operating our website, conducting

our business, or providing a service to you, so long as those parties agree to keep this information confidential.

These third parties can include suppliers, business partners, third party service providers who assist us to interact with you via our Website, email or any other method, for the ordering of product, the delivery of the products or the submission of any claim regarding any products you have purchased or bulk email delivery providers and third parties who have a strategic marketing relationship with UPD. Our employees, divisions or associates may also have access to your information by virtue of their employment or association but we ensure that confidentiality agreements are in place. We may be required to release your information when we believe release is appropriate to comply with the law, to enforce our site policies, or to protect ours or others rights, property, or safety. However, non-identifiable information may be provided to other parties for marketing, advertising, or other uses.

International Transfer of Personal Information

We will not ordinarily transfer any Personal Information collected from you outside the borders of South Africa.

In the event that we transfer or store your Personal Information outside South Africa, we will take all steps reasonably necessary to ensure that the third party who receives your Personal Information is subject to a law or binding agreement which provides an adequate level of protection.

Third party links

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We take no responsibility or liability for the content and activities of these linked sites.

Direct Marketing

Where you are a pre-existing customer of UPD, we will be entitled to send electronic communications to you for the purpose of marketing similar products or services offered by us. You can object, free of charge, to the use of your details either when the information is first collected from you or when each subsequent electronic communication is sent to by us. You can opt out of receiving further marketing communications by clicking the "unsubscribe" option on any communication or contacting UPD in writing alternatively, telephonically via the UPD Customer Service Centre on 0860 873 542 or +27 (0)11 470 1000. If you opt out of receiving marketing related communications from us, we may still send you administrative messages which may be necessary as part of the services we provide.

Your Consent

By providing us with your personal information and/or continuing to use our various products or services, you consent to us processing your personal information which we undertake to process strictly in accordance with this Privacy Policy. This includes: (a) your

personal information being processed by UPD within the UPD database; (b) your personal information being shared within the Clicks group of companies (of which UPD is a trading division of); (c) your personal information being shared with our authorised third parties as; (d) receiving printed and electronic marketing material to inform you of products that may be of interest to you if you have consented to marketing, each marketing communication will contain an opt out to enable you to opt out at any time.

Remember: You have the right to object to your information being shared at any time, however this may have implications regarding how we communicate with you, we may need to contact you to run through these with you. We may still however send you administrative messages which may be necessary as part of the services we provide.

Your Rights: Access to information

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers/addresses as provided on our website and specify what information you require. We will need to verify your identity and may need to run through a series of security questions before providing details of your personal information.

Please note that any such access request may be subject to a payment of a legally allowable fee.

Correction of your information

You have the right to ask us to update, correct or delete your personal information. We will need to verify your identity and may need to run through a series of security questions to before making changes to personal information we may hold about you.

Keeping your information current

We would appreciate it if you would keep your personal information accurate and we therefore rely on you to ensure we hold up to date information.

Changes to our Privacy Policy

This page has the latest version of our Privacy Policy and is updated as required from time to time.

Terms and Conditions

Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website at www.upd.co.za

Contact Details

You may contact the Information Regulator at:

<https://www.justice.gov.za/inforeg/index.html>

Tel: 012 406 4818

Fax: 086 500 3351

Email: infoereg@justice.gov.za

You may also contact the Group Information Officer at POPIA@clicksgroup.co.za