

PRIVACY POLICY

Document version and change control

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We take the protection of your Personal Data seriously, and this Privacy Policy provides you with information on the privacy rights you may have under applicable privacy laws.

1. WHAT IS COVERED BY THIS PRIVACY POLICY

- 1.1 This Privacy Policy covers Data Subjects whose Personal Data we may receive through our website <https://gometroapp.com/> (**Website**), through marketing and supplying our Products and Services (defined in our Customer Master Terms or Reseller and Agency Master Terms, and through other commercial relationships with suppliers, Agents and Resellers.
- 1.2 This Privacy Policy does not apply to information we maintain in a manner that cannot reasonably identify, relate to, describe, be capable of being associated with, or be linked, directly or indirectly, with a particular individual, and such information is not considered Personal Data.

2. OUR ROLE AS A DATA CONTROLLER

- 2.1 We act as a Controller for the Personal Data we Process. This means that we decide how and why your Personal Data is collected and Processed.
- 2.2 We also act as a Processor in connection with the Personal Data we Process on behalf of our Customers.

3. BASIS OF PROCESSING

- 3.1 We may Process your Personal Data on the basis of:
 - 3.1.1 your consent;
 - 3.1.2 the need to perform an agreement that we entered into with you;
 - 3.1.3 our legitimate interests, such as our interest in marketing and supplying our Products and Services;

3.1.4 our obligation to comply with the Law,
or other considerations, as required or allowed by Law.

3.2 You may withdraw your consent for the Processing of your data at any time, but this will not affect the lawfulness of our Processing before you do so. It will also not affect our Processing performed on any other lawful ground.

3.3 We need certain Personal Data to be able to honour our obligations in our commercial relationship with you. Without that necessary Personal Data, we may not be able to supply our Products and Services to you.

4. HOW WE RECEIVE PERSONAL DATA

4.1 We may collect or otherwise receive your Personal Data when—

4.1.1 you visit and interact with our Website;

4.1.2 you provide it to us directly, including under an agreement with you, or by way of contacting us via telephone, email, mail, or contact form;

4.1.3 you click on one of our advertisements, or social media posts, or open one of our emails;

4.1.4 we receive it from other companies in our group; or

4.1.5 we obtain it from publicly available sources.

4.2 We will collect telemetry data by way of a tyre pressure monitoring sensor. We also provide software-as-a-service and a cloud-based platform to Customers that allows them to access telemetry data via our online portals. Personal Information pertaining to the staff employed by our Customers is shared via our software or uploaded to our platforms by Customers.

5. CATEGORIES OF PERSONAL DATA

We may Process the following types of Personal Data—

5.1 basic identifying information, such as your name and surname;

5.2 usernames and passwords of Authorised Users;

5.3 contact information;

- 5.4 professional information, such as your job title, position, and information about your organisation;
- 5.5 identifiers and device information, such as your IP address and associated location, device ID, operating system, and website navigational information; and
- 5.6 billing information, such as your bank account number.

6. PURPOSES OF PROCESSING

- 6.1 We may Process your Personal Data for purposes of—
 - 6.1.1 providing you with access to our Website;
 - 6.1.2 managing our relationship with you;
 - 6.1.3 selling and supporting our Products and Services to you;
 - 6.1.4 responding to your requests and questions;
 - 6.1.5 sending you marketing communications about our business that you have expressed interest in, or which we think may interest you;
 - 6.1.6 collecting payment for our Products and Services;
 - 6.1.7 measuring and improving our Website, Products, Services, and marketing initiatives; and
 - 6.1.8 enforcing our legal obligations and complying with applicable laws and regulations.
- 6.2 For more information about our Processing of Personal Data, please read our Data Protection Agreement, available on request.

7. SPECIAL CATEGORIES OF YOUR CUSTOMER PERSONAL DATA

You agree that you will not give GoMetro special categories of Personal Data to Process under our agreement/s with you. You must let us know promptly in writing if we need to Process any special categories of your Customer Personal Data at any point.

8. RETENTION OF PERSONAL DATA

- 8.1 We keep the Personal Data we collect as accurate, complete, and up to date as is necessary for the purposes in this Privacy Policy.

8.2 We only retain Personal Data for a period of five years from the date of receipt or as long as it is necessary to fulfil the purpose for which it was collected and for as long as that purpose continues, unless otherwise required by law, after which it is deleted.

9. SHARING OF PERSONAL INFORMATION

9.1 We will keep your Personal Data confidential and only share it with service providers and/or our partners and/or other associated institutions who perform certain services on our behalf.

9.2 We share your Personal Data solely for the service providers, partners, and/or associated institutions to perform services for us. All these service providers, partners, and/or associated institutions have a contractual obligation to secure your Personal Data and to use it only in a way that we permit.

9.3 These service providers, partners, and/or associated institutions include, but are not limited to, those who provide—

9.3.1 Sub-Processors;

9.3.2 hosting services;

9.3.3 payment processing services;

9.3.4 accounting services;

9.3.5 e-signature software; and

9.3.6 customer relationship management services.

9.4 Some of these service providers, partners, and/or associated institutions may be located outside of your country of residence (**Third Country Recipients**).

9.5 Where Personal Data is transferred to Third Country Recipients, we make sure that appropriate safeguards are in place to provide for adequate protection of your Personal Data, such as the European Commission's approved standard contractual clauses.

9.6 Please note that we may also disclose your Personal Data—

9.6.1 when required by Law or if we reasonably believe that disclosure is necessary to comply with investigations or legal proceedings initiated by

competent authorities, including but not limited to a response to subpoenas, search warrants, or court orders;

9.6.2 if we dispose of our company's business interests, assets, or both, or in connection with a corporate merger, consolidation, restructuring, or other company change;

9.6.3 to our subsidiaries or other group companies, only if necessary for business and operation purposes; or

9.6.4 to Agents and Resellers for the limited purpose of offering you our Products and Services.

9.7 If we must disclose your Personal Data to a competent Authority, we may not be able to ensure that they will maintain the privacy and security of your Personal Data.

9.8 We do not sell or trade your Personal Data.

10. DATA INTEGRITY AND SECURITY

10.1 We have in place technical, administrative, and physical measures that are reasonably designed to help protect Personal Data from unauthorised Processing, such as unauthorised access, disclosure, alteration, or destruction.

10.2 If you want to report any concerns about our privacy practices or if you suspect any breach regarding your Personal Data, kindly notify our Information Officer by sending an email to info@gometroapp.com.

11. COOKIES

11.1 We use *cookies*, which may include anonymous unique identifiers. Cookies are sent to your browser from our Website and stored on your computer's hard drive.

11.2 We use cookies to provide Website functionality, improve interactivity with our Website, allow for authentication and session management, obtain analytical information, and remember your settings.

11.3 We use *sessional* and *persistent* cookies. Sessional cookies are deleted when you close your browser. Persistent cookies may remain on your device even after you close your browser, but will always have an expiration date.

- 11.4 Some of the cookies placed on your device are *first party cookies* placed directly by us.
- 11.5 Note that third parties may also set their own *third party cookies* through our Website. We do not have access to or control over third-party cookies, and therefore cannot take responsibility for them.
- 11.6 If you would prefer not to accept cookies, you can change the settings of your browser to reject some or all cookies. Please note that, if you reject certain cookies, you may not be able to use all of the functionalities of our Website and in some cases, may experience technical difficulties when navigating our Website.
- 11.7 You may set your browser to send a Do Not Track (**DNT**) signal. For more information about DNT signals, please visit <https://allaboutdnt.com>.

OR

Note that our Website does not have the capability to respond to Do Not Track (**DNT**) signals. To find out more about DNT signals, please visit <https://allaboutdnt.com>.

12. LINKS TO OTHER WEBSITES

Our Website may include links to other affiliated and unaffiliated websites, and apps. We have no responsibility for unaffiliated linked websites or any use of those sites and their privacy practices. This Website may also contain links to our presence on various social media platforms. As we do not operate or control such platforms, this Privacy Policy does not apply to your use of such platforms.

13. DIRECT MARKETING

- 13.1 We may send you unsolicited direct marketing communications about our Products and Services. You can choose whether you wish to receive these by email, SMS, post or phone. You may opt out of receiving marketing materials from us at any time and manage your communication preferences—
- 13.1.1 by following the unsubscribe instructions included in each marketing email or SMS text message from us;
- 13.1.2 sending an email to the sender of the marketing communications; or

- 13.1.3 writing to our Information Officer or Article 27 Representative (UK only) using the details in 18 and 19, including your details and a description of the marketing material you no longer wish to receive from us.
- 13.2 We will comply with your request as soon as is reasonably practicable.
- 13.3 If you opt out of receiving direct marketing related communications from us, we may still send you administrative messages as part of your ongoing use of our Products and Services, which you will be unable to opt out of.
- 13.4 We do not provide your Personal Information to third parties for direct marketing purposes or sell, rent, distribute or otherwise make Personal Information commercially available to any third party.

14. SUPPLIERS AND SERVICE PROVIDERS

We collect details about our service providers, Agents and Resellers. This information—

- 14.1 may include names, addresses, telephone numbers, email addresses and banking details, so that we can contact you (i) about goods and services that we need from you, (ii) to place additional orders, and (iii) to pay you for the goods and services provided; and
- 14.2 will be kept for a period of five years after our commercial relationship has expired or been cancelled, to comply with Laws, and accounting and tax requirements applicable to our business.

15. YOUR RIGHTS AS A DATA SUBJECT

- 15.1 If you are a Data Subject about whom we store Personal Data, you have certain data protection rights under applicable privacy laws.
- 15.2 Please note that you can only exercise these rights with respect to Personal Data that we Process about you when we act as a data controller.
- 15.3 To exercise your rights with respect to Personal Data Processed by us on behalf of one of our clients, please read the privacy notice(s) of our clients.
- 15.4 We may need to confirm your identity in order to process your request. A request can also be made on behalf of a child or ward (who is under the age of 16).
- 15.5 Your privacy rights include:

- 15.5.1 **the right to be informed** – you have the right to obtain from us all information regarding our data Processing activities that concern you, such as how we collect and use your Personal Data, how long we keep it, and whom it will be shared with, among other things. We are informing you of how we Process your Personal Data with this Privacy Policy;
- 15.5.2 **the right to access** - you can ask us to confirm whether or not we Process Personal Data concerning you, and, where that is the case, obtain copies of your Personal Data;
- 15.5.3 **the right to correction** - you can ask us to correct or update inaccurate Personal Data concerning you;
- 15.5.4 **the right to deletion** - you can ask us to erase your Personal Data in certain circumstances. We will always strive to fulfil your request. However, in certain circumstances, we may not be able to delete your Personal Data due to our obligation to maintain your Personal Data pursuant to a legal obligation. If that is the case, we will consider if there are means to limit how we use your Personal Data;
- 15.5.5 **the right to withdraw consent** - you can also withdraw your consent, where consent is the legal basis for Processing your Personal Data;
- 15.5.6 **the right to data portability** – you can ask us to transfer your Personal Data, which we obtained from you, to another organisation or to you;
- 15.5.7 **the right to object to Processing** – you have the right to object to the Processing of your Personal Data in circumstances where we rely on our legitimate interest to Process your Personal Data. You also have the right to object, at any time, to the Processing of your Personal Data for direct marketing purposes;
- 15.5.8 **the right to restrict Processing** – you can ask us to only use or store your Personal Data for certain purposes. You have this right on certain occasions, such as when you believe the Personal Data is inaccurate or the Processing activity is unlawful. This right enables you to ask us to suspend the usage of Personal Data about you, for example, if you want us to establish its accuracy or the reason for Processing it; and

- 15.5.9 **the right to complain to a supervisory authority** - you can complain about our Processing of your Personal Data to the relevant supervisory authority.
- 15.5.10 These rights are subject to certain limitations and exceptions.
- 15.5.11 *Note: your exercise of these rights may prevent us from fulfilling our obligations under our agreement/s with you. You agree that we are not liable for any Loss suffered by you where we are unable to perform those obligations following the exercise of your rights under any Data Protection Law.*
- 15.5.12 To exercise any of the rights described above, please contact us using the contact details we have given in this Privacy Policy.

16. ENTITIES COVERED BY THIS PRIVACY POLICY

- 16.1 This Privacy Policy covers GoMetro SA Proprietary Limited and the following group companies:

GoMetro Proprietary Limited

GoMetro UK Limited

- 16.2 Throughout this Privacy Policy, when we refer to **GoMetro, we, us, and our**, we mean the entities named in this paragraph, collectively.

17. CONTACT US

If you have any questions or concerns about our data privacy practices or the contents of this Privacy Policy, or if you would like to exercise your privacy rights, please write to us at hello@gometroapp.com.

18. INFORMATION OFFICER

Our information officer under the POPIA is—

| | |
|-------------------|---|
| Contact Person: | Johan Muller |
| Physical Address: | Ground Floor, Block B, Oxford Gate, 54 Oxford St, Durbanville, Cape Town, 7550 |
| Telephone Number: | +2721 824 3345 |

Email: johan@gometroapp.com;

19. **ARTICLE 27 REPRESENTATIVE**

Justin Coetzee is our representative in the United Kingdom for Personal Data Protection matters, under Article 27 of the United Kingdom General Data Protection Regulation. Whilst you contact our Information Officer, you can also contact Justin by using the following contact details—

Physical Address: 2 Rowles Way
Buckingway Business Park
Swavesey, CB24 4UG
Cambridge
Cambridgeshire
United Kingdom

Telephone Number: (+44) 203 769 2833

Email: hello@gometroapp.com

20. **GENERAL PROVISIONS**

- 20.1 Where individual provisions of this Privacy Policy are invalid or unenforceable, the validity and enforceability of the other provisions of this policy will not be affected.
- 20.2 This Privacy Policy applies for the term of our agreement/s with you, and its surviving provisions continue to apply as required by the context or at Law.
- 20.3 This Privacy Policy is governed by the Laws of the Republic of South Africa and will be interpreted under the provisions of Annexe A to our Master Terms and Conditions with you.
- 20.4 In case of any conflict or inconsistency with the terms of any of our other agreements with you, this Privacy Policy will take precedence, unless that conflict involves our Data Processing Agreement (**DPA**), in which case the DPA will prevail.

21. DEFINITIONS

In this Privacy Policy—

- 21.1.1 **Controller** means the natural or legal person, public authority, agency, or other body that, alone or jointly with others, determines the purposes and means of Processing Customer Personal Data;
- 21.1.2 **Data Protection Law** means all Laws applicable to the Processing of Customer Personal Data, including the General Data Protection Regulation (EU) 2016/679 (**GDPR**), and the Protection of Personal Information Act, 2013 (**POPIA**);
- 21.1.3 **GoMetro** means the GoMetro company supplying Products and Services to you;
- 21.1.4 **Personal Data** means personally identifiable information relating to you as defined under Data Protection Law, and includes the types of *Personal Information* described in section 1 of the POPIA;
- 21.1.5 **Processor** means the natural or legal person, public authority, agency, or other body that Processes Personal Data on behalf of a Controller; and
- 21.1.6 **Data Subject, Processing** (or any equivalent terms), and **Sub-Processor** have the same meaning as in the GDPR or equivalent terms under other Data Protection Laws.
- 21.2 Other capitalised words not defined in this Privacy Policy, such as **Authorised User, Law, Loss, (our) Terms, Products and Services**, are as defined in our other agreements with you.

22. UPDATES TO THIS PRIVACY POLICY

If we make any material changes to this Privacy Policy, we will post the revised Privacy Policy to this Website.