

Privacy Policy

of Scosha Developments (Pty) Ltd. t/a Get off Grid

WEBSITE PRIVACY STATEMENT

Your privacy is important.

How we process your personal information is explained in this policy.

By visiting and remaining on our website, alternatively engaging with us on our website, you are agreeing to our Website Terms and Conditions of Use and to our Privacy Policy set out hereunder. If you do not agree to our Website Terms and Conditions or this Privacy Policy, kindly discontinue your use of our website. Thank you.

1. INTRODUCTION

- 1.1. We, *Get off Grid*, are committed to data protection and the right to privacy.
- 1.2. This Privacy Policy, together with our Website Terms and Conditions, sets out the basis on which any personal information that we collect from you, or that you provide to us, will be used, stored and processed by us.

2. INFORMATION WE MAY COLLECT FROM YOU

- 2.1. When you visit our website, we may collect certain information that is not personal information, such as your Internet Protocol ('IP') address, operating system, browser type, and Internet service provider. This type of information does not identify you personally.
- 2.2. When you engage with us on our website, we may also collect personal information that you provide to us. For the purposes of this Privacy Policy, 'personal information' means any information of a personal nature by which you can be identified as an individual. In particular, we may collect and process the following information (which may include personal information) about you:
 - 2.2.1. Information that you may provide by filling in the contact form on our website, including your name, email address and any other particulars you elect to supply, such as a contact telephone number or your physical address
 - 2.2.2. Information provided at the time of registering your business with us, such as your name, e-mail address, telephone number, company name, business address and VAT number,

- 2.2.3. Information that we may ask you for when you report a problem with our website or our products or service;
 - 2.2.4. Information provided as part of product warranty registrations;
 - 2.2.5. Information that relates to records of correspondence between us;
 - 2.2.6. Details of transactions you carry out through our website and of the fulfilment of any contract you enter into with us; and
 - 2.2.7. Details of your visits to our website (including traffic data, location data, and other communications data and the resources that you access.
- 2.3 By using this Website, you consent to our collection, storage and use of the Personal Information you provide for any of the Services that we offer and you consent to our collection of any changes or updates that you may provide to any information you provided that has previously been collected by us.

3. STORAGE OF YOUR PERSONAL DATA

- 3.1 We will do our best to protect your personal information and we will use technology that will help us to do this. The transmission of information via the Internet is not completely secure, however, and we cannot guarantee the security of the information you transmit to our website. Transmission of your information to our website is entirely at your own risk. Once we have received your information, we will, however, use strict procedures and security features to guard against unauthorised access.
- 3.2 When you have chosen or been given a password which enables you to access certain parts of our website, you are responsible for keeping that password confidential. Please do not share your password with anyone.
- 3.3 We will only retain your personal information for a reasonable period of time, to enable us to use it for the purposes described in this Privacy Policy and in accordance with applicable law.
- 3.4 If you request that we delete your personal information from our data base, we will do so immediately.

4. COOKIES AND IP ADDRESSES

- 4.1 We may collect information about your computer (including your IP address, operating system and browser type) for system administration and to report aggregate information to our stakeholders. This information is statistical data about your browsing actions and patterns only.
- 4.2 We may also use cookies to manage your sessions and to store preferences and tracking information. Cookies may be used whether you register with us or not. Cookies are small text files transferred by a web server to your hard drive and thereafter stored on your computer. The types of information a cookie collects include the date and time of your visits to the website, your browsing history on the website only, your preferences, and if applicable, your username.
- 4.3 In some instances, our third-party service providers may use cookies on the website. We cannot control or access cookies used by third-party service providers. This Privacy Policy covers only cookies used by us but not any cookies used by third parties.
- 4.4 Cookies enable us to

- 4.4.1 estimate the size and usage pattern of our website's audience;
 - 4.4.2 store information about your preferences, which allows us to customise the website to your individual interests;
 - 4.4.3 speed up your searches; and
 - 4.4.4 recognise you when you return to the website.
- 4.5 You have the ability to accept or decline the use of cookies on your computer, whether or not you have registered on our website. Typically, you can configure your browser not to accept cookies. However, declining the use of cookies may limit your access to certain features of the website. For example, you may have difficulty using certain interactive features of the website.

5. THIRD PARTIES

- 5.1 Our website contains links to third-party websites. If you click on the links to third-party websites, you leave our website. We are not responsible for the content of third-party websites, or for the security of your personal information when you use them. Third-party service providers and third-party websites may have their own privacy policies governing the storage and retention of your personal information. They may also collect information that is not personal information, such as your IP address, browser specification or operating system.
- 5.2 This privacy policy does not govern personal information provided to, stored on, or used by third-party providers or third-party websites. We recommend that when you enter a third-party website you review its Privacy Policy as it relates to how that website collects, processes, stores and protects your personal information.

6. HOW YOUR INFORMATION IS USED AND DISCLOSED

- 6.1 We may use the information (including personal information) we hold about you in the following ways:
- 6.1.1 to ensure that content from our website is presented in the most effective manner for you and for your computer;
 - 6.1.2 in aggregate and de-identified form, for internal business purposes such as generating statistics and developing our strategic and marketing plans;
 - 6.1.3 to provide you with information, products or services that you request from us or which we feel may interest you, when you have consented to be contacted for such purposes;
 - 6.1.4 to allow you to engage with interactive features of our website when you choose to do so;
 - 6.1.5 to carry out any contracts that may form between us;
 - 6.1.6 to respond to any queries you make; and
 - 6.1.7 to notify you about changes to our products or services.
- 6.2 We may use information provided by you
- 6.2.1 to monitor user activity and more effectively manage traffic on our website;
 - 6.2.2 to provide customer services and create and manage user accounts; and
 - 6.2.3 to assist you with technical difficulties.

7. PROTECTING YOUR PERSONAL INFORMATION

- 7.1 You are a valued customer and we recognise that protecting your privacy is important to you. For this reason, we are committed to protecting the personal information you provide us with.
- 7.2 You are not obliged to supply any personal information that you wish to keep private and you may utilise our website as an anonymous user, by not registering.
- 7.3 In the event that you wish to register with us, we have taken all precautions reasonably available to protect your personal information. Among the many things we do to secure your personal information, we observe the following essential protocols:
- All our computers are updated regularly;
 - We employ firewalls and up-to-date anti-virus protection; and
 - Our staff do not open links and documents from unsolicited emails. (So, if you are making contact with us for the first time, please do not send us PDF documents or open links in your emails).
- 7.4 However, despite our best efforts, we cannot guarantee that any personal information you communicate to us will be absolutely secure. While we strive to use commercially acceptable means to protect the personal information you provide, we cannot guarantee its security. Therefore, you acknowledge and agree that we assume no liability regarding the theft, loss, alteration or misuse of personal or other information or content, including, without limitation, such information as has been provided to third parties or other users, or regarding the failure of a third party to abide by the agreement between us and such third party.
- 7.5 If we suffer a breach of your personal information, we will immediately inform the Information Regulator of the breach. We will also let you know the nature and extent of that breach, unless the Information Regulator requires us to wait for the completion of investigations into the breach. In addition, we will, to the best of our ability, close the attack vector immediately.
- 7.6 The Personal Information you submit when you register on our website may be protected by a unique customer password and user ID. You should not disclose your password information to anyone and always remember to log off when you are using a shared computer.
- 7.7 You agree that you are responsible for maintaining the confidentiality of your username and password and all uses of your account, whether or not you have authorised such use.

8. ACCESSING AND MODIFYING PERSONAL INFORMATION AND COMMUNICATION PREFERENCES

- 8.1 You may access, remove, review, and/or make changes to personal information that you provide us with, by accessing such information using the online portal if you have registered your business with us. You may also contact our Information Officer at the following email address: info@getoffgrid.co.za with '*Personal Information Request*' in the subject line.

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8.2 If you register your business with us, we may also send you any legally required notifications and certain other notifications including service-related notices and notices regarding a change to any of our policies. For example, we may send you a notice regarding server problems or scheduled maintenance to the website. You can always opt out of certain e-mail communications from us, including our notifications to you.

8.3 We will not change your preferences without your consent.

9. DISCLOSURES

9.1 On rare occasions, we may be required to disclose your personal information due to legal or regulatory requirements. In such instances, we reserve the right to disclose your personal information as required in order to comply with our legal obligations including complying with court orders, warrants, subpoenas, service-of-process requirements or discovery requests.

9.2 We may also disclose information about our users to law enforcement officers or others, in the good-faith belief that such disclosure is reasonably necessary to enforce our Website Terms and Conditions of Use or this Privacy Policy, or to respond to legal claims that any content violates the rights of third parties, or to protect our intellectual property rights, or to safeguard our personal safety or the personal safety of our users or the general public.

10. NOTIFICATION OF CHANGES

We reserve the right to change this Privacy Policy from time to time and in our sole discretion. We will notify you of material changes to this Privacy Policy by posting any revised versions of this policy to our website.

11. HOW TO CONTACT US

If you have any questions or complaints about this Privacy Policy, please contact our Information Officer at the following email address: info@getoffgrid.co.zm with 'Privacy Policy' in the subject line.

If you are unhappy with the way in which we address your questions and complaints, you also have the right to refer a complaint to the Information Regulator at:

Plot 4909 Corner of Independence Avenue & United Nations Road

P.O. Box 36871, Lusaka, Zambia

Phone: +260 21 1378200 / 244424-27

Toll Free: 7070

General enquiries email: info@zicta.zm

