

# Privacy Policy

"User" a person who uses and/or access computer Software and/or material via the **www.resilient.co.za** website;

"**www.resilient.co.za**" This Website, its sponsors, affiliates and creators;

"Data" means any data (including Personal Information) provided to **www.resilient.co.za** by a User;

"Personal Information" Including but not limited any Data or information about an identifiable User, including an email address;

## INTRODUCTION

**www.resilient.co.za** wants to help you maintain your privacy on the Internet. **www.resilient.co.za** has formulated this Privacy Policy to explain how **www.resilient.co.za** collects Data and for what purposes.

In this agreement, unless it appears to the contrary, the singular shall include the plural and visa versa, any reference to any gender shall also include the opposite gender and any reference to a natural person, shall include legal person and visa versa.

## COLLECTION OF DATA

If a User registers with **www.resilient.co.za** by completing a submission form, including but not limited to a newsletter registration form, an information enquiry form or a registration to gain access to a password protected zone, a User is not anonymous to **www.resilient.co.za**. For the purposes of online purchasing, a User may also be prompted to provide necessary Personal Information to process a credit card or PayPal payment.

Information collected by **www.resilient.co.za** is stored in a secure operating environment that is not available to the public.

If a User does not wish to submit any personal identifying information, the User should not submit any information within submission form fields on **www.resilient.co.za**.

**www.resilient.co.za** does not have any motive or intention to gather contact Data of visitors who are under the age of 13 and would prefer that parental Data be supplied instead on behalf of a child under the age of 13.

It is the nature of the Internet and websites that **www.resilient.co.za** by default records User information on its server traffic reports from the browser which the User is using to view **www.resilient.co.za**, including an IP address and which web pages were visited.

**www.resilient.co.za** uses cookie technology. Cookie technology consists of trace elements of data that is stored on the User's computer's hard drive and which contains information about the User, so that next time the User visits **www.resilient.co.za** the Cookie recognises the User's prior visit.

## USE OF DATA

Users of **www.resilient.co.za** understand and agree that to offer certain services or functions, **www.resilient.co.za** must collect and use personal information about Users.

**www.resilient.co.za** may send messages to a User by Email and/or SMS regarding their account.

It is an optional condition of a User submitting Data to **www.resilient.co.za** that Users agree to receive future Promotional messages from **www.resilient.co.za** by Email and/or SMS or to Opt-out from future communications. A User can choose to opt-out of promotional messages at any time by contacting **www.resilient.co.za** or following the unsubscribe link or instructions on the future communication.

**www.resilient.co.za** uses cookie technology and generates and saves User and session ID's to the User's Internet browser and computer to track and analyse website usage of the User. **www.resilient.co.za** does this to be able to identify any technical problems with the workings of **www.resilient.co.za** and to correct these to ensure a better online experience for the User.

#### **AUTHORISED ACCESS TO DATA**

**www.resilient.co.za** may disclose information to any authorized official if required to do so by law or if it is required to protect the safety of other **www.resilient.co.za** Users or the public, or if **www.resilient.co.za** believes that such action is necessary to protect and defend **www.resilient.co.za** rights or properties.

**www.resilient.co.za** will not sell, rent, share, or distribute Personal Information to any entity other than third parties which are vital in the administration of **www.resilient.co.za** and the supply of goods or services that have been requested by the User, including but not limited to: hosting service providers, web administrators and online purchase and delivery service providers.

**www.resilient.co.za** may need to share Data with employees and employees of third parties that require access to the Data to perform their day-to-day functions for **www.resilient.co.za**.

**www.resilient.co.za** may disclose anonymous demographic and biometric statistics about the Data within the database for business purposes.

In the event of **www.resilient.co.za** changing ownership to a new entity, **www.resilient.co.za** may transfer its rights to the Data to the new owner. The new owner of **www.resilient.co.za** is required to notify each User of the transfer and the User may choose to modify its Personal Data at that time or choose to remove it.

#### **SECURE STORAGE OF DATA**

Information collected by **www.resilient.co.za** is stored in a secure operating environment that is not available to the public.

All Data is available only to the User and those authorized employees to whom **www.resilient.co.za** has granted permissions by issuing a username and password.

It is the responsibility of each User to maintain the confidentiality and security of their password and to alert **www.resilient.co.za** or reset their password if compromise of security is suspected.

Any unauthorised use of **www.resilient.co.za** systems and attempts to access Data without express authorisation is a violation of the Agreement, the act of which is prosecutable by Law.

#### **EDITING OR REMOVING DATA**

A User is able to update or remove the Data they have submitted to **www.resilient.co.za**, either by logging in or by contacting **www.resilient.co.za**. User updates or removal will reflect in its active database, but **www.resilient.co.za** may retain Data in backup files and archives or to prevent a User from being accidentally re-added to the database after they have expressly unsubscribed.

#### **LIMITATION**

**www.resilient.co.za** has no control over information or privacy policies of third-party websites hyperlinked to from **www.resilient.co.za**. These third-party links are being provided for the convenience of the Users of **www.resilient.co.za** and **www.resilient.co.za** does not endorse and is not responsible or liable for the content, nature or reliability of any linked website or any link contained in a linked website. **www.resilient.co.za** takes no responsibility for monitoring, updating, supplementing, or correcting any information on any linked website and makes no representation or warranties regarding such information. Please be aware that in linking to these

outside websites, Users are leaving **www.resilient.co.za** and that **www.resilient.co.za** is not responsible for the content of any other site.

#### ENQUIRIES

Any questions or concerns related to should be directed to the company via the Contact Us page on **www.resilient.co.za**.