

PRIVACY STATEMENT

1. INTRODUCTION

1. Orderin (Pty) Ltd located at **22 Cumberland Road, Paarden Eiland, Cape Town, Western Cape, 7441** ("Orderin") respects and acknowledge the importance of protecting your personal information.
2. This Privacy Statement sets out how Orderin will process your personal information in the ordinary course of conducting its business and it also applies to Orderin's website and mobile App.

2. WHAT PERSONAL INFORMATION WE COLLECT

2.1. *User information*

- 2.1.1. When you register on the website or App, or update your account, Orderin collects the information that you voluntarily submit. This includes your name, physical address, email address, phone number, login name and password, all stored addresses, ID number, date of birth, photo and signature, as well as the preferences and settings that you enable for your account.
- 2.1.2. We also collect your financial information, which is required for most purchases (credit card numbers, credit card expiration dates, CVC numbers, billing address, etc.)
- 2.1.3. We may collect information that you submit when you contact customer support or provide feedback.

2.2. *Location information*

- 2.2.1. Depending on the Orderin services you use and your app settings or device permissions, we may collect your location information through GPS, IP address and Wi-Fi.
- 2.2.2. Using the Orderin app without enabling location services will restrict app functionality.

2.3. *Transactional information*

We collect transaction details related to your use of our services, including the type of services used, order details, delivery information, amount charged, and payment method.

2.4. *Usage information*

We collect information about how you interact with our services. This includes information such as access dates and times, app features or pages viewed, app crashes and other system activity, type of browser, and third-party sites or services you were using before interacting with our services. In some cases, we collect this information through cookies, tags, and similar technologies that create and maintain unique identifiers. We use this information to improve your online experience, and you may choose to disable cookies on your browser.

2.5. *Device information*

We may collect information about the devices you use to access our services, including the hardware models, device IP address, operating systems and versions, software, file names and versions, preferred languages, unique device identifiers, advertising identifiers, serial numbers, device motion information, and mobile network information.

2.6. *Communication data*

Orderin users can communicate with each other via the app, for example drivers and recipients. Orderin collects the date and time of the communication and the content. Orderin may use this information for customer support services, for safety and security purposes, and for analytics.

2.7. *Information from other sources.* This may include:

- users providing your information in connection with referral programs;

- users requesting services for you or on your behalf;
- business partners through which you create or access your account, such as payment providers, social media services or other on-demand services;
- publicly available sources; or
- marketing service providers.

3. HOW ORDERIN USES YOUR PERSONAL INFORMATION

3.1. *Providing services and features*

Orderin uses the information we collect to provide, personalise, maintain and improve our products and services. This includes using the information to:

- create and update your account;
- verify your identity;
- enable deliveries and other services;
- process or facilitate payment;
- track the progress of your delivery;
- enable features that allow you to share information with other people;
- enable features to personalise your Orderin account; and/or
- perform internal operations necessary to provide our services, including troubleshooting software, conducting data analysis, and testing and researching.

3.2. *Safety and security*

We use your data to help maintain the security of our services. This includes:

- screening drivers and delivery partners;
- preventing, detecting and combating unsafe activities.

3.3. *Customer support*

Orderin uses the information we collect to assist you when you contact customer support, including to:

- 3.3.1. investigate and address your concerns;
- 3.3.2. monitor and improve our response.

3.4. *Communications from Orderin*

- 3.4.1. Orderin may use information to communicate marketing materials with you.
- 3.4.2. Orderin may also use the information to promote and process competitions and serve you relevant adverts and content about our services.

3.5. *Data Analytics.*

Orderin will share anonymised data on customer metrics, as well as Google Analytics data.

4. HOW WE COLLECT PERSONAL INFORMATION

4.1. We may collect your personal information in a variety of ways when you interact with us, including when:

- you engage us to provide our services;
- you register / create an account with us;

- we respond to your enquiries and requests;
- as a result of communications between you and our representatives;
- we obtain feedback from you about our services; and
- you access and use our App or websites.

4.2. We may also collect your personal information from third party sources and third parties including public databases, business partners with whom we offer co-branded services or engage in joint marketing activities, and third parties that provide list enhancement or similar services, to the extent that this is permitted by applicable law.

5. **PURPOSES OF PROCESSING**

We collect and use personal information to:

- send communications to you;
- establish, manage, and maintain our business relationships;
- respond to enquiries and requests;
- develop, provide, and improve our services and products;
- inform you about our services;
- obtain feedback from you on our services;
- provide you with a more personalised experience when you interact with us;
- conduct administrative and business functions;
- update our records and keep contact details up to date;
- enable you effectively to use and to improve our website;
- compile website usage statistics;
- assess the performance of our website and to improve its operation;
- process and respond to privacy questions, concerns and complaints; and
- fulfil legal and contractual obligations.

6. **LEGAL GROUNDS FOR PROCESSING**

6.1. By virtue of your registration with Orderin, you acknowledge that Orderin shall have the right to process Personal Information provided to Orderin by you or some other party, to enable Orderin to fulfil its legal and contractual obligations

6.2. Personal Information may also be used based on the legitimate interests pursued by Orderin or its affiliates, except where such interests are overridden by your interests or fundamental rights and freedoms which require protection of Personal Information.

6.3. In the event that you refuse to permit Orderin to utilise your Personal Information in the manner described in this Privacy Statement, Orderin will not be in a position to offer you use of its services.

7. **TRANSFERS TO THIRD PARTIES**

Orderin may share the information we collect with:

7.1. ***Other parties***

For example, if you are a receiver of deliveries, we may share your first name and location with drivers.

7.2. *Orderin subsidiaries and affiliates*

We share information with our subsidiaries and affiliates to help provide our services or conduct data processing on our behalf.

7.3. *Orderin service providers and business partners*

Orderin may provide information to its vendors, consultants, marketing partners, research firms, and other service providers or business partners. This may include, for example:

- payment processors and facilitators;
- cloud storage providers;
- marketing partners and marketing platform providers;
- data analytics providers.
- research partners;
- vendors that assist Orderin to enhance the safety and security of its Apps;
- consultants, lawyers, accountants and other professional service providers;
- insurance and financing partners; and
- restaurant partners.

7.4. *For legal reasons or in the event of a dispute*

Orderin may share your information if we believe it is required by applicable law, regulation, operating agreement, legal process or governmental request, or where the disclosure is otherwise appropriate due to safety or similar concerns.

7.5. *With your consent*

Orderin may share your information other than as described in this policy if we notify you and you consent to the sharing.

8. CROSS-BORDER DATA TRANSFERS

Your data may be subject to cross border data transfers. When making cross border transfers of Personal Information Orderin will ensure that the third party processor is subject to a law, binding corporate rules or binding agreement which provide an adequate level of protection for the lawful processing of your Personal Information and includes provisions, relating to the further transfer of Personal Information from the recipient to third parties who are in a foreign country. Where applicable, Orderin will contractually commit to employ suitable technical and organisational measures to protect your Personal Information as required by the applicable law, (hereinafter referred to as "Supplier Data Processing Agreements") as well as other suitable safeguards recognised by Data Protection Laws.

9. RETENTION

9.1. Orderin requires user profile information in order to provide our services. We retain such information for as long as you maintain your Orderin account.

9.2. Once information is no longer necessary to provide Orderin services, enable customer support, to enhance the user experience or for other operational purposes, Orderin takes steps to prevent access to or use of such information for any purpose other than compliance with these requirements or for purposes of safety, security and fraud prevention and detection.

9.3. You may request deletion of your account at any time through our customer support channels.

- 9.4. Orderin may also retain certain information if necessary for its legitimate business interests, such as fraud prevention and enhancing users' safety and security.

10. SECURITY OF YOUR PERSONAL INFORMATION

Orderin is committed to protecting your personal information from misuse, loss, unauthorised access, modification or disclosure by using a combination of physical, administrative and technical safeguards and contractually requiring that third parties to whom we disclose your personal information do the same. Whilst Orderin makes every effort to secure its Apps and websites, you should note that the internet is not completely secure; thus when you submit or post personal information online, you should be aware that Orderin cannot guarantee the security of any personal information that you submit or post online.

11. DIRECT MARKETING

- 11.1. As our customer, we are allowed to send you direct marketing material.
- 11.2. You may opt out of receiving further marketing materials from us at any time and manage your communication preferences by:
- 11.3. following the unsubscribe instructions included in each marketing email or SMS text message from us, or
- 11.4. sending an email to marketing@orderin.co.za including your details and a description of the marketing material you no longer wish to receive from us. We will comply with your request as soon as is reasonably practicable.
- 11.5. If you opt out of receiving marketing related communications from us, we may still send you administrative messages as part of your ongoing use of our website, apps, solutions, or services. We do not provide your personal information to unaffiliated third parties for direct marketing purposes or sell, rent, distribute, or otherwise make personal information commercially available to any third party.

12. COOKIES AND SIMILAR TECHNOLOGIES

- 12.1. Cookies are text files that are stored on your browser or device by websites, apps, online media, and advertisements.
- 12.2. Orderin uses cookies and similar technologies for purposes such as:
- authenticating users;
 - remembering user preferences and settings;
 - determining the popularity of content;
 - delivering and measuring the effectiveness of advertising campaigns; and
 - analysing the online behaviour and interests of people who interact with our services. We may also allow others to provide audience measurement and analytics services for us, to serve advertisements on our behalf across the internet, and to track and report on the performance of those advertisements. These entities may use cookies, web beacons, SDKs and other technologies to identify your device when you visit our site and use our services, as well as when you visit other online sites and services.
- 12.3. We recommend that you allow cookies. On most browsers cookies are enabled by default. You can adjust the settings and options on your browser to disable or enable them or visit <https://www.aboutcookies.org> for detailed information about managing cookies on various browsers.

13. SOCIAL MEDIA

We operate and communicate through our designated channels, pages and accounts on some social media sites to inform, help and engage with our users. We monitor and record comments and posts made about us on these channels so that we can improve our services. The general public can access and read any information posted on these sites. We are not responsible for any information posted on those sites other than the information posted by our designated officials. We do not endorse the social media sites themselves, or any information posted on them by third parties or

other users. When you engage with us through social media, your personal information may be processed by the site owner; this processing occurs outside of our control and may take place in a country outside South Africa that may have different privacy regulations. We regularly update and monitor our social media accounts and welcome feedback and ideas sent to us through these channels. We try to join conversations whenever possible but cannot guarantee that we will read or reply to all messages sent to official Orderin social media accounts. Consistent feedback and helpful suggestions will be given to the relevant people within the company for consideration, but we cannot guarantee that any feedback or suggestions will be acted upon by Orderin.

14. CHANGES TO OUR PRIVACY STATEMENT

We may update this Privacy Statement from time to time. Any updates of this Notice will be posted on the Orderin website, together with an updated revision date. Unless otherwise stated, any new Privacy Statement will supersede the previous Notice.

15. YOUR RIGHTS

- 15.1. You may receive information from Orderin regarding our treatment of your personal information.
- 15.2. You have the right to request rectification and/or erasure of your personal information or restriction of processing concerning you, or to object to the processing of your personal information, as well as the right to data portability.
- 15.3. To exercise your rights, you can contact the Orderin Information Officer on information-office@orderin.co.za
- 15.4. If you have any complaint about the manner in which Orderin handles your personal information you may lodge a complaint with the South African Information Regulator (infoereg@justice.gov.za).