

## **CUSTOMER PRIVACY POLICY (Updated June 2021)**

Network Leadership (PTY) LTD (Registration Number 1997/010376/07) located at 20 Devon Place, Longmeadow Business Estate – East Wing, Modderfontein Johannesburg, South Africa (referred to as “we”, “us” or “our”) recognises the importance of protecting your privacy in respect of your Personal Information collected by us (as defined in the Protection of Personal Information Act, No 4 of 2013 (“POPIA”). This privacy notice will inform you how we look after your Personal Information and tell you about your privacy rights and how the law protects you.

### **1. INTRODUCTION**

This privacy notice gives you information about how we collect and process your Personal Information, including but not limited to any Personal Information you provide to us when you register for access to our websites, purchase products, services or tickets from us, or interact with us by email, telephone, or in person at events and meetings. It is important that you read this privacy notice together with any other privacy notice we may provide on specific occasions when we are collecting or processing Personal Information about you so that you are fully aware of how and why we are using your information. Our websites are not intended for children and we do not knowingly collect Personal Information relating to persons under the age of 18.

#### **Responsible Party/ IO**

We are the “Responsible Party” and responsible for your Personal Information that we collect. We have appointed an Information Officer (“IO”) who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise *your legal rights* set forth below, please email us at **support@sa.n21.com** or you may contact the IO by mail using the contact information below:

#### **Contact Details**

Our full details are:

Full name of legal entity: **Network Leadership (PTY) LTD**

Title of IO: **Country Manager**

Email address: **support@sa.n21.com**

Postal address: **20 Devon Place, Longmeadow Business Estate – East Wing, Modderfontein Johannesburg, South Africa**

#### **Changes to the Privacy Notice and Your Duty to Inform Us of Changes**

This Privacy Policy was last updated on the date mentioned above, and historic versions can be obtained by contacting the IO. It is important that the Personal Information we hold about you is accurate and current. Please keep us informed if your Personal Information changes during your relationship with us.

#### **Third-Party Links**

Our websites may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our websites, we encourage you to read the privacy notice of every website you visit.

## 2. THE DATA WE COLLECT ABOUT YOU

We may collect, use, store and transfer different kinds of Personal Information about you which we have grouped together as follows:

- **Identity Data** includes first name, last name, username, IBO/ABO number, and Amway upline name and pin level.
- **Contact Data** includes billing address, delivery address, email address and telephone numbers.
- **Financial Data** includes payment card details to purchase products and services, which you can also access for your re-order convenience.
- **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us.
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our websites.
- **Preference Data** your interests, preferences, feedback and survey responses.
- **Usage Data** includes information about how you use our websites, products and services.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and your communication preferences.
- **Purchase Data** includes only your purchases from us.

Mandatory information we must collect from you so that we can perform our contract with you includes Identity Data, Contact Data, Financial Data and certain Technical Data (like your login data so that you can access our website). We do not collect any **Special Personal Information** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data, or criminal behavior). However, in the future, if we do collect any Special Personal Information from you, we will obtain your consent if required by law before processing such Special Personal Information.

### **If You Fail to Provide Personal Information**

Where we need to collect Personal Information by law, or under the terms of a contract we have with you and you fail to provide that Personal Information when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

## 3. HOW IS YOUR PERSONAL INFORMATION COLLECTED?

We use different methods to collect Personal Information from and about you including through:

- **Direct interactions.** You may give us your Identity, Contact, Financial, Preference, Marketing and Communication, and Purchase Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes Personal Information you provide when you:
  - purchase our products or services;
  - create an account on our websites;

- subscribe to our services;
- request marketing to be sent to you;
- enter a competition, promotion or survey; or
- give us some feedback.
- **Automated technologies or interactions.** As you interact with our websites and/or purchase products, we may automatically collect Technical Data and Usage Data about your equipment, browsing actions and patterns. We collect this Personal Information by using cookies, server logs and other similar technologies.

#### 4. HOW WE USE YOUR PERSONAL INFORMATION AND FOR WHAT PURPOSE

We will only use your Personal Information when the law allows us to do so. Most commonly, we will use your Personal Information in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for pursuing our legitimate interests (or those of a third party).
- Where we need to comply with a legal or regulatory obligation.

The types of lawful basis that we will rely on to process your Personal Information are listed in the table below. Generally, we do not rely on consent as a legal basis for processing your Personal Information.

Note that we may process your Personal Information for more than one lawful ground depending on the specific purpose for which we are using your information. Please contact us if you need details about the specific legal ground we are relying on to process your Personal Information where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer	Identity, Contact	Performance of a contract with you Necessary for our legitimate interests to provide business functionality to our website
To process and deliver your order including, if applicable: (a) Manage payments, fees and charges (b) Collect and recover money owed to us	Identity, Contact, Financial, Transaction, Marketing and Communications Data	Performance of a contract with you Necessary for our legitimate interests to recover debts due to us
To manage our relationship with you which will include: (a) Notifying you about changes	Identity, Contact, Preference, Marketing and Communications Data	Performance of a contract with you Necessary to comply with a legal obligation

to our terms or privacy policy  (b) Asking you to leave a review or take a survey		Necessary for our legitimate interests to keep our records updated and to study how customers use our products/services
To enable you to partake in a prize draw, competition or complete a survey	Identity, Contact, Preference, Usage, Marketing and Communications Data	Performance of a contract with you  Necessary for our legitimate interests to study how customers use our products/services, to develop them and grow our business
To administer and protect our business and our websites (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	Identity, Contact, Technical	Necessary for our legitimate interests for running our business, provision of administration and IT services, network security, and to prevent fraud  Necessary to comply with a legal obligation
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	Identity, Contact, Preference, Usage, Marketing and Communications Data, Technical	Necessary for our legitimate interests to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy
To use data analytics to improve our websites, products/services, marketing, customer relationships and experiences	Technical, Usage	Necessary for our legitimate interests to understand how our customers utilize our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy
To make suggestions and recommendations to you about goods or services that may be of interest to you	Identity, Contact, Technical, Usage, Preference	Necessary for our legitimate interests to develop our products/services and grow our business
To generate purchase activity reports for you and your upline IBO/ABO, if applicable.	Identity, Purchases	Performance of a contract with you  Necessary for our legitimate interests to provide business functionality to our website.

**Promotional Offers from Us**

We may use your Identity, Contact, Technical, Usage and Preference Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing). You will receive marketing communications from us if you have requested information from us or purchased similar goods or services from us and, in each case, you have not opted out of receiving that marketing.

### **Third-Party Marketing**

We do not share your Personal Information with third parties for marketing purposes. If this changes in the future, we will get your express opt-in consent before we do so.

### **Opting Out**

You can ask us to stop sending you marketing messages at any time by contacting us. Where you opt out of receiving these marketing messages, this will not apply to Personal Information provided to us as a result of a product/service purchase or other transactions you previously entered into with us.

### **Cookies**

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please refer to the cookie policy located on our website.

### **Change of Purpose**

We will only use your Personal Information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose, or where such use is required or otherwise permitted by law.

## **5. DISCLOSURES OF YOUR PERSONAL INFORMATION**

We will only share Personal Information with others when we are legally permitted to do so. We may have to share your Personal Information with the parties set out below:

- Service providers who provide IT and system administration services so we can operate our websites.
- Third party organisations that otherwise assist us in providing goods, services or information to you.
- Third parties listed in the table above.
- Our Network TwentyOne corporate affiliated entities.
- Auditors and other professional advisers.
- Law enforcement or other government and regulatory agencies or to other third parties as required by, and in accordance with, applicable law or regulation.

We require all third parties to respect the security of your Personal Information and to treat it in accordance with the law. We do not allow our third-party service providers to use your Personal Information for their own purposes and only permit them to process your Personal Information for specified purposes and in accordance with our instructions.

## **6. INTERNATIONAL TRANSFERS**

We may share your Personal Information with our corporate affiliate Network TwentyOne International, Inc. in the United States and other third parties who develop and maintain our websites and servers on our behalf. This will involve transferring your data outside the Republic of South Africa. Insofar as your Personal Information may be transferred outside of the Republic of South Africa, we will take reasonable organisational and/or contractual measures to ensure that your Personal Information is processed by such third party service providers for the purposes for which it has been provided to us and that the required adequate levels of protection have been implemented by such third party service providers to safeguard your Personal Information.

## **7. DATA SECURITY**

We have put in place appropriate security measures to prevent your Personal Information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your Personal Information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your Personal Information on our instructions and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected Personal Information breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

## **8. DATA RETENTION**

We will not retain your Personal Information for longer than is necessary to achieve the purpose for which we collected it, unless there is a lawful basis or legal requirement for us to retain your Personal Information for a longer period.

## **9. YOUR LEGAL RIGHTS**

You have certain rights provided by POPIA in relation to your Personal Information, including but not limited to the following:

**Request access** to your Personal Information. This enables you to receive a copy of the Personal Information we hold about you (or a description of the personal information we hold about you) unless we have legal grounds for refusal.

**Request correction and/or deletion** of the Personal Information that we hold about you. This enables you to have us correct or delete your Personal Information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully or personal information that we are no longer authorised to retain. Note, however, we may need to verify the accuracy of the new information you provide to us, and we may not always be able to comply with your request of deleting for specific legal reasons which will be notified to you, if applicable, when we respond to your request.

**Object to processing** of your Personal Information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to the processing and the grounds for your objection is reasonable. You also have the right to object where we are processing your Personal Information for direct marketing purposes.

**Withdraw consent at any time** where we are relying on consent to process your Personal Information.

However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

### **What We May Need from You**

If you wish to exercise any of the rights set out above, please contact us using our contact details above and we will provide you the appropriate information request form applicable to your situation to better serve you. We may need to request specific information from you to help us confirm your identity and ensure your right to access your Personal Information (or to exercise any of your other rights). This is a security measure to ensure that Personal Information is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

### **Time Limit to Respond**

We are required to respond to all legitimate requests within a reasonable time and reasonable manner and format.

### **Right to Lodge a Complaint**

You have the right to make a complaint at any time to the South African Information Regulator. We would, however, appreciate the chance to deal with your concerns first, so please contact us at our contact details listed above. The Information Regulator's contact details as appearing on their website at <https://www.justice.gov.za/inforeg/contact.html> are as follows:

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O. Box 31533, Braamfontein, Johannesburg, 2017

Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

General enquiries email: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za).