

FLOWNEX WEBSITE PRIVACY POLICY

READ THIS POLICY CAREFULLY BEFORE BROWSING THIS WEBSITE. YOUR CONTINUED USE OF THIS WEBSITE INDICATES THAT YOU HAVE BOTH READ AND AGREE TO THE TERMS OF THIS PRIVACY POLICY.

Clause 1 Privacy Policy

- 1.1 For the purposes of this Policy, Personal Information will be understood in accordance with the definition provided in the Protection of Personal Information Act 4 of 2013 ("the Act") and in accordance with the definition of Personal Data in Article 4(1) of the General Data Protection Regulation GDPR (EU) 2016/679. We also adhere to the principles for electronically collecting personal information outlined in the Act and GDPR, and the further legislation referred to therein. We endeavour to ensure the quality, accuracy and confidentiality of Personal Information in our possession.
- 1.2 In adopting this Privacy Policy, we wish to balance our legitimate business interests and your reasonable expectation of privacy. Accordingly, we will take all reasonable steps to prevent unauthorised access to, or disclosure of your Personal Information. However, it is impossible to guarantee that your Personal Information shall be fully protected and secure at all times.
- 1.3 In utilising our website, using our services or otherwise if your information is submitted to us through a lead generation services, users may be asked to provide the following information (Personal Information):
- 1.3.1 First Name
 - 1.3.2 Surname
 - 1.3.3 Email
 - 1.3.4 Phone Number
 - 1.3.5 Company/CC/Business Name
 - 1.3.6 Information relating to education
 - 1.3.7 Country
- 1.4 We will attempt to limit the types of Personal Information we require to process to only that to which you voluntary consent e.g., when used in the context of online registration, newsletters, message boards, surveys, polls, professional announcements, SMS, lead generation, MMS and other mobile services to the extent necessary. Your agreement to these this Privacy Policy constitutes your consent, meaning the voluntary, specific and informed

expression of your will in terms of which permission is given to process your personal information for the purpose of direct marketing (as contemplated in section 69 of the Act and/or Article 7 of the GDPR, whichever is applicable). If required, we will seek to obtain your specific consent in future instances as required by law and where your consent herein might not be lawfully sufficient.

- 1.5 We will not collect, use or disclose sensitive information (such as information about racial or ethnic origins or political or religious beliefs, where relevant) except with your specific consent or in the circumstances permitted by law.
- 1.6 By agreeing to the terms contained in this Privacy Policy, you consent to the use of your Personal Information required for :
 - 1.6.1 The provision and performance of our services to you
 - 1.6.2 Informing you of changes made to our website
 - 1.6.3 The provision of marketing related services to you by us
 - 1.6.4 Responding to any queries or requests you may have
 - 1.6.5 Developing a more direct and substantial relationship with users
 - 1.6.6 Developing an online user profile
 - 1.6.7 Understanding general user trends and patterns
 - 1.6.8 For security, administrative and legal purposes
- 1.7 Although absolute security cannot be guaranteed on the internet, we have up-to-date, technical and organisational security measures in place to protect your Personal Information against accidental or intentional manipulation, loss, misuse, destruction or against unauthorised disclosure or access to the information we process online.
- 1.8 While we cannot ensure or warrant the security of any Personal Information you provide us, we will continue to maintain and improve these security measures over time in line with legal requirements and technological developments.
- 1.9 We store your Personal Information directly, or alternatively, we store your Personal Information on, and transfer your Personal Information to, a protected and secure central database. If the location of the central database is located in a country that does not have substantially similar laws which provide for the protection of Personal Information, we will take the necessary precautions and security measures to ensure that your Personal Information is adequately protected in that country by means of ensuring that standard

data protection clauses are enforced as envisaged by the applicable clauses of the GDPR.

- 1.10 Your information will not be stored for longer period that is necessary for the purposes described in sub-clauses 2.1.8 and 3.1 or as required by applicable legislation.
- 1.11 The Personal Information we collect from users shall only be accessed by our authorised and designated employees, representatives and consultants on a need-to-know basis, and subject to reasonable confidentiality obligations binding such employees.
- 1.12 We shall have the right, but shall not be obliged, to monitor or examine any information and materials including any website link that you publish or submit to us for publishing on the Site. You shall be solely responsible for the correctness and legality of the contents of all material published by yourself.
- 1.13 We constantly review our systems and data to ensure the best possible service to our users. We do not accept any users, or representatives of users, under eighteen (18) years of age or who otherwise does not have the accountability to be bound by this Privacy Policy.
- 1.14 We will not sell, share, or rent your Personal Information to any third party or use your e-mail address for unsolicited mail. Any emails sent by us will only be in connection with the provision of our services and/or the marketing thereof.

Clause 2 Your Rights

- 2.1 A user has the right:
 - 2.1.1 of access to their Personal Information stored and processed by us. This may be requested by means of emailing us at the address referred to in clause 7.5.3 below;
 - 2.1.2 to rectify Personal Information that we have processed and keeping safe on a user's behalf in instances where such Personal Information is incorrect or incomplete;
 - 2.1.3 to request de-identification (deletion of Personal Information) if such information is no longer needed for the original processing purpose, alternatively if a user withdraws their consent and there is no other reason or justification to retain such Personal Information, alternatively, if a user has objected to such Personal Information being processed and there is no justified reason for the processing of such Personal Information;
 - 2.1.4 to restrict/suspend processing of Personal Information to only that which is strictly necessary for us to perform our services to you;

- 2.1.5 if we breach any of the terms of this Privacy Policy, to complain to the legally authorised data protection authority in their country of origin;
- 2.1.6 to withdraw their consent to process Personal Information at any time, if processing of Personal Information is based on consent;
- 2.1.7 to object to the processing of Personal Information, if such processing is based on legitimate interests; and
- 2.1.8 to object to the processing of Personal Information for direct marketing purposes.

Clause 3 Disclosure of Personal Information

- 3.1 We may disclose your Personal Information to the following persons and / or designated and authorised employees responsible for processing of Personal Information for the purposes of rendering our services to you, and for those reasons recorded in clause 1.6 above:
 - 3.1.1 Channel partners and /or Resellers
- 3.2 If our services are provided in conjunction with, or by involvement of third parties, such third parties shall need your Personal Information in order to fulfil your request.

Clause 4 Log Files

- 4.1 When you visit the website, even if you do not create an account, we may collect information, such as your IP address, the name of your ISP (Internet Service Provider), your browser, the website from which you visit us, the pages on our website that you visit and in what sequence, the date and length of your visit, and other information concerning your computer's operating system, language settings, and broad demographic information. This information is aggregated and anonymous data and does not identify you specifically. However, you acknowledge that this data may be able to be used to identify you if it is aggregated with other Personal Information that you supply to us. This information is not shared with third parties and is used only within the company on a need-to-know basis. Any individually identifiable information related to this data will never be used in any way different to that stated above, without your explicit permission.

Clause 5 Cookies

- 5.1 We will use cookies. You have the right to accept or reject cookies. A cookie is a small piece of information stored on your computer or smart phone by the web browser. The two types of cookies used on the Website are described below:

- 5.1.1 "Session cookies": These are used to maintain a so-called 'session state' and only lasts for the duration of your use of the Website. A session cookie expires when you close your browser, or if you have not visited the server for a certain period of time. Session cookies are required for the Platform to function optimally, but are not used in any way to identify you personally.
- 5.1.2 "Permanent cookies": These cookies permanently store a unique code on your computer or smart device hard drive in order to identify you as an individual user. No Personal Information is stored in permanent cookies. You can view permanent cookies by looking in the cookies directory of your browser installation. These permanent cookies are not required for the website to work, but may enhance your browsing experience.

Clause 6 Links from the website

- 6.1 The services available through the Website, may contain links to other third party websites, including (without limitation) social media platforms, payment gateways, appointment scheduling and/or live chat platforms ("Third Party Websites"). If you select a link to any Third Party Website, you may be subject to such Third Party Website's terms and conditions and/or other policies, which are not under our control, nor are we responsible therefore.
- 6.2 Hyperlinks to Third Party Websites are provided "as is", and we do not necessarily agree with, edit or sponsor the content on Third Party Websites.
- 6.3 We do not monitor or review the content of any Third Party Website. Opinions expressed or material appearing on such websites are not necessarily shared or endorsed by us and we should not be regarded as the publisher of such opinions or material. Please be aware that we are not responsible for the privacy practices, or content, of other websites, either.
- 6.4 Users should evaluate the security and trustworthiness of any Third Party Website before disclosing any personal information to the particular website. We do not accept any responsibility for any loss or damage in whatever manner, howsoever caused, resulting from your disclosure to third parties of personal information.

Clause 7 Application Of The Electronic Communications And Transactions Act 25 Of 2002 ("ECT Act")

- 7.1 Data Messages (as defined in the ECT Act) will be deemed to have been received by us if and when we respond to the Data Messages.
- 7.2 Data Messages sent by us to a user (*consumer*) will be deemed to have been received by such user in terms of the provisions specified in section 23(b) of the ECT Act. (For ease of explanation: the term "*consumer*" is used in the ECT Act; for the purpose of this Policy the terms "*User*" and "*Consumer*" shall bear the same meaning)

- 7.3 Users acknowledge that electronic signatures, encryption and/or authentication are not required for valid electronic communications between us and users.
- 7.4 As a minimum information to be provided by M-Tech Industrial (Pty) Ltd in terms of section 43(1) of the ECT Act:
 - 7.4.1 Users warrant that Data Messages sent to us from any electronic device, used by such user, from time to time or owned by such user, were sent and or authorised by such user, personally.
 - 7.4.2 This Website is owned and operated by M-Tech Industrial Pty Ltd.
- 7.5 Address for service of legal documents: 24 Totius street, Totius Park Block F, Potchefstroom, 2531, South Africa.
 - 7.5.1 Contact Number: 0182970326.
 - 7.5.2 Website - located at flownex.com
 - 7.5.3 Email address: user@mtechindustrial.com

Clause 8 Lodging of Complaints

- 8.1 We only process your Personal Information in compliance with this Privacy Policy and in accordance with the relevant data protection laws (the Act and GDPR). If, however you wish to raise a complaint regarding the processing of your Personal Information or are unsatisfied with how we have handled your Personal Information, you have the right to lodge a complaint with legally authorised data protection authority in your country of origin.