



WE CARE FOR HAIR

## THE PROTECTION OF PERSONAL INFORMATION ACT CUSTOMER PRIVACY NOTICE

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”).

At C4H we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

### C4H PRIVACY POLICY

#### 1. About The Company

C4H is an ethnic hair company that promotes the use of natural hair products that aid in hair growth and general hair care. Keeping in line with our purpose, we make use of only the best ingredients when creating our range of products. Our principal place of business and registered address is: 144 Shabalala Trust, Hazyview 1242, Mpumalanga, South Africa.

#### 2. Definition Of Personal Information

According to the Act “**personal information**” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act, C4H also includes the following items as personal information:

- All addresses including residential, postal and email addresses.
- Change of name.

#### 3. Purpose Of This Policy

We respect your privacy and take the protection of personal information very seriously. The purpose of this policy is to describe the way we collect, store, use and protect

information that can be associated with a specific natural or juristic person and can be used to identify that person (“personal information”). Personal information:

**Includes:**

- Certain information collected on registration (see below); and
- optional information that you voluntarily provide to us (see below).

**Excludes:**

- information that has been made anonymous so that it does not identify a specific person;
- permanently de-identified information that does not relate or cannot be traced back to you specifically;
- non-personal statistical information collected and compiled by us and information that you have provided voluntarily in an open, public environment or forum including (without limitation) any blog, chat room, community, classifieds or discussion board. Because the information has been disclosed in a public forum, it is no longer confidential and does not constitute personal information subject to protection under this policy.

#### **4. Acceptance Of Terms**

You must accept all the terms of this policy when you register for any of our services. If you do not agree with anything in this policy, then you may not register for and use any of the services. You may not access our website or use our services if you are younger than 18 years old or do not have legal capacity to conclude legally binding contracts. By accepting this policy, you are deemed to have read, understood, accepted, and agreed to be bound by all its terms.

#### **5. The Information We Collect**

We collect and process your personal information mainly to contact you for the purposes of understanding your requirements, obligations and delivering services accordingly. For this purpose we will collect contact details including your name and associated details.

**On registration.** Once you register with our company, you will no longer be anonymous to us as you will provide us with personal information.

This personal information will include:

- Full Name(s)
- Surname
- ID Number
- Cell Phone Number
- Email Address
- Province
- Town
- Suburb
- Physical Address
- Postal Code

**Collection on use.** In order to provide the services to you, you will be asked to provide us with additional information on a voluntary basis.

**Optional details.** You may also provide additional information on a voluntary basis. This includes content or product that you decide to upload or download from our company or when you enter competitions, take advantage of promotions, respond to surveys and register.

## 6. How We Use Your Information

We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes.

For example:

- To gather contact information;
- To confirm and verify your identity or to verify that you are an authorised distributor for security purposes;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;
- In connection with legal proceedings.

## 7. Disclosure Of Information

We may disclose your personal information to our service providers who are involved in the delivery of products to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act. Furthermore, your details may be disclosed for the following reasons:

**Law enforcement.** We may disclose personal information if required:

- by a subpoena or court order;
- to comply with any law;
- to protect the safety of any individual or the general public;
- to prevent violation of our terms of service.

**Marketing purposes.** We may disclose aggregate statistics (information about the customer population in general terms) about the personal information to advertisers or business partners.

**Change of ownership.** If we undergo a change in ownership, or a merger with, acquisition by, or sale of assets to, another entity, we may assign our rights to the personal information we process to a successor, purchaser, or separate entity. We will disclose the transfer on all communication platforms. If you are concerned about your personal information migrating to a new owner, you may request us to delete your personal information.

**Employees.** We may need to disclose personal information to our employees that require the personal information to do their jobs.

## **8. Security Of Personal Information**

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

## **9. Your Rights: Access To Information**

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers/addresses as provided on our designated platforms and specify what information you require. We will need a copy of your ID document to confirm your identity before providing details of your personal information.

## **10. Correction Of Your Information**

You have the right to ask us to update, correct or delete your personal information. We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate.

## **11. How To Contact Us**

If you have any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us at the numbers/addresses listed on our communication platforms.