

## ESET Southern Africa POPI Self Assessment Tool Privacy Policy

4D Innovations Group (Pty) Ltd trading as ESET Southern Africa (“ESET” or “We”) having its registered office at Belmont Square, Belmont Road, Rondebosch, Cape Town 7700 and Company Registration Number 2003/018050/07 would like to be transparent when it comes to processing of personal data and privacy of our customers, website visitors, and every individual (“You”) whose personal data and information are subject to processing under the terms of PROTECTION OF PERSONAL INFORMATION ACT ( ACT4 OF 2013) on the protection of natural persons and Juristic Entities with regard to the processing of personal data and on the free movement of such data. ESET is a regional representative of ESET, spol. s r. o., having its registered office at Einsteinova 24, 851 01 Bratislava, Slovak Republic, registered in the Commercial Register administered by Bratislava I District Court, Section Sro, Entry No 3586/B, Business Registration Number: 31 333 535.

To achieve this goal, we are publishing this Privacy Policy with the sole purpose of informing You about following the topics:

- Processing of Personal Data,
- General Rules,
- Data Confidentiality,
- Data Subject’s Rights.

### Processing of Personal Data

All services incorporated in these web sites and other web sites under the control of ESET are governed by this Privacy Policy, including those which are governed by specific Terms of Use with data processing rules.

Generally, You may use our web sites for information purposes without giving personal information and informing ESET who you are. On the other hand, access to the assessment services requires ESET to collect additional information to provide services to You.

In pursuance to this:

- ESET may collect personal information for the purposes of direct communication with You in order to respond to your questions, and fulfil your requests. If You send service requirements, other requests or if you upload any materials to our website, we may have to contact you in order to gain additional information necessary for processing or in order to fulfil your order, request or requirement. For this purpose, as well as for the purpose of requested performance of services, we need to process your details provided via web forms, email and applications.
- If You are an End User of the assessment services, the processing of your data is covered by this Privacy Policy. ESET may collect personal information such as name, email address, phone number, company name, company billing address, and company vat number in order to adequately offer the

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4D Innovations Group (Pty) Ltd | Reg No. 2003/018050/07

Directors: E. van Vlaanderen, J. Stanford,

C.J. van Vlaanderen, S.P Flynn, A Ngcaba, D.S Ferreira, A.E van Vlaanderen (Alternate Director)

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Physical: Belmont Square, Belmont Road, Rondebosch, Cape Town

Postal: PO Box 596, Rondebosch, 7701, Cape Town, South Africa

POPI Act self-assessment service. The maximum storage period for data is determined by the POPI Act and We are legally required to keep the data for a period that You are a customer of ESET.

- If You already are our customer or if You agree with processing of your data for the purposes of marketing communication, We may use your details to administer marketing communication until You unsubscribe or send us a withdrawal of your consent.
- Contact information and data contained in your support requests are required for service of technical or other support nature provided by ESET. Based on the channel You choose to contact us, We may collect your name, email address, phone number, and description of your support case. The data collected for support may only be used for the provision of support service and for enhancing customer experience while providing support. The maximum storage period is limited by the time necessary for support provisioning and reviewing.
- Customer feedback, answer or request, may be provided by You via our web forms. For the purpose of follow-up, your contact details including email address or other data may be requested based on the nature or purpose of our communication. Data storage periods may differ based on the nature or purpose of communication explicitly in compliance with this Privacy Policy.

### General Rules

There are only few legal bases for data processing which We use according to the POPI framework.

Our activities are mainly covered by:

- Contractual necessity legal base is applicable when it comes to our products and services provided under End User License Agreements or Terms of Use.
- Legitimate interest legal base or even public interest concerning cybersecurity entitling us to collect samples and service data for analysis, to provide You with even better protection, support and experience We can offer. Even marketing is recognized by POPI as a legitimate interest, therefore we rely on this concept when it comes to cookies used by our web sites and communication with our customers.
- Consent, as required by the legislation.
- Compliance with legal obligation e.g. stipulating requirements for electronic communication, invoicing or billing.

The goal of this Privacy Policy is to provide a general overview of legal basis and data processing principles of ESET.

### Data Confidentiality

ESET, spol. s.r.o. is a company operating worldwide via its subsidiaries or other local ESET Partners as part of our distribution, service and support network. Information processed by ESET, spol. s.r.o. may be transferred to and from local ESET Partners. ESET might be required to transfer your data to a country with absence of adequate protections as offered by POPI.

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Even in this case, every transfer of information is subject to regulation of data protection legislation and takes place only if required. Privacy Shield mechanism, Standard Contractual Clauses, Binding Corporate Rules or another appropriate safeguard are established without any exception.

It is our intention to prevent data from being stored longer than necessary while providing ESET products and services.

ESET implements appropriate technical and organizational measures to ensure a level of security which is appropriate to potential risks. We are doing our best to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services. However, in case of data breach resulting in a risk to your rights and freedoms, We are ready to notify the supervisory authority as well as the data subjects.

### **Data Subject's Rights**

ESET is subject to regulation of South African Laws and We are bound by data protection legislation as mandated by the POPI Act. Every Data subject is entitled to the following rights:

- right to request access to your personal data from ESET,
- right to rectification of your personal data if inaccurate (You also have the right to have incomplete personal data amended),
- right to request erasure of your personal data,
- right to request restriction processing of your personal data,
- right to object to processing as well as
- right to data portability.

We believe that all information we process is valuable and necessary for the legitimate purpose while providing services and products to our customers, and worth to protect with the highest priority.

If You would like to exercise your right as a data subject or You have a question concerning personal data protection or protection of privacy, send us a message at:

ESET Southern Africa  
Data Protection Officer  
dpo@eset.co.za  
Belmont Square, Belmont Road  
Rondebosch  
Cape Town  
7700