

Privacy Statement

Introduction

This Privacy Policy contains important information and aims to explain in a simple and transparent way what type of personal data we collect about you, how we process it and your rights regarding the use your personal information.

IQPay strives to complies with regulations pertaining to the processing and protection of personal data and the free movement of such data. Its main goal is to increase the level of protection of personal data and create climate of trust which allows each individual to control their own data in line with the prevailing regulation.

Who Are We?

IQPay Pty Ltd (hereinafter referred to as “IQPay” or “the Controller”), a limited liability company, registered in South Africa , having registration number 2023/523641/07, with registered address Suite 36, Private Bag X153, Bryanston, Johannesburg, 2022, South Africa, as Operator, processes your personal data when you use:

- our websites at www.iqpay.biz.
- the IQPay Consumer app.
- the IQPay Merchant app; and/or
- any of the services you can get access on the IQPay platform (our products and services).

As mentioned above, we are the ‘data controller’ of your personal information, according to the prevailing data protection regulation of the various regions we operate in.

Legal

You must be at least 18 years of age to enter into this agreement.

By accessing and using IQPay platform and becoming a User, it is assumed that you have read the terms of this Privacy Policy and that you give your consent to process your personal information necessary for such services to be provided. For the avoidance of any doubt, by agreeing with this Privacy Policy you acknowledge that IQPay provides through the IQPay platform a service that helps you make payments by facial recognition.

Your BIOMETRIC data represents a mathematical model (which allows facial recognition) of your facial characteristics and is encrypted. Biometric data is considered to be sensible/special data which should benefit an enhanced protection.

Read this policy carefully to understand our data practices and how we treat them. If you do not agree to any of these practices, do not access the services provided by this platform.

If after reading this agreement in its entirety you are still unsure of anything or you have any questions, please feel free to contact us at privacy@iqpay.co.za

Collection

We collect personal information directly from you, and where lawful and reasonable, we may collect personal information about you from third parties and publicly available sources, such as credit reporting and government agencies for the purposes set out below.

We use your personal information to:

- meet our responsibilities to you.
- follow your instructions.

- process your personal information for ordinary business purposes (this includes to open and maintain your account, give effect to transactions, administer claims where applicable, manage our risks and maintain our overall relationship with you)
- carry out statistical and other analyses to identify potential markets and trends, evaluate and improve our business (this includes improving existing and developing new products and services)
- tell you about services and products available.
- make sure our business suits your needs, and
- comply with applicable regulations.

Without your personal information, we may not be able to provide or continue to provide you with the products or services that you need.

Your consent

We will process your personal information if you give us your consent willingly or in accordance with the law. You give your consent to us through our product and services agreements.

We will only disclose your personal information if:

- the law requires it.
- we have a public duty to disclose the information.
- our or your legitimate interests require disclosure; or
- you agreed that we may disclose your information.

Third Parties

We ask individuals, organisations and our subsidiaries and affiliates for support. When we do this, they have to agree to our privacy principles, associated policies and practices.

We will not disclose your personal information to external organisations that are not our service providers, unless you gave us your consent, or unless we may do so by law, or if it is necessary for the conclusion or performance of our agreement with you.

Transfer Across Borders.

Sometimes we will process your personal information in other countries, either to carry out your instructions or for ordinary business purposes. These countries may not have the same level of protection. We will only process your personal information with your consent. If necessary, we will ask the party to whom we transfer your personal information to agree to our privacy principles, associated policies and practices.

Storing Personal Information

We store personal information as required by law.

Our Security Practices.

Our security systems are designed to prevent loss, unauthorised destruction, damage and/or access to your personal information from unauthorised third parties.

Principles of Processing

Protecting and respecting your privacy is one of our constant concerns.

The processing of your personal data will be done in a legal, correct and transparent manner.

The purpose for which we collect your personal data are specified, explicit and legitimate and your personal data will not be further processed in a manner that may be incompatible with those purposes.

We shall collect your personal data in an appropriate manner; personal data collected shall be relevant and limited to the information required for the purpose of the processing, accurate and, where necessary, updated.

We are committed to take all necessary steps to ensure that incorrect data is erased or corrected.

Personal data will be retained for a period no longer than the one in which personal data is processed, except for the circumstances imposed by law where retention may be necessary and subsequently.

Personal data will be kept confidential; storage of such will be made in a manner that provides the necessary security.

Personal data will be shared with third parties only if it is required for the purpose of providing services under agreements.

Persons concerned have the right to request access to personal data, rectification and erasure, impediment or restriction of data processing and the right to data portability.

Marketing By Electronic Means

If you give us permission, we may use your personal information to tell you about products, services and special offers from us or other companies that may interest you. We will do this through email, text message (SMS), social media platforms or notify you on your mobile applications. If you later decide that you do not want us to do this, please contact us through our customer service channels to stop this service.

You should read the security tips and updates on our website regularly to make sure that you benefit from our security systems and stay updated with the latest fraud scams and trends.

Access To Your Personal Information

As a customer of IQPay, you may: (a) ask us to give you a description of your personal information that we hold; and (b) ask us to correct or update your personal information through our customer service channels.

Our Use Of Technology To Follow Your Use Of Our Website.

While you are using our websites or mobile applications, we automatically process certain personal information, such as visits to our website. We use this information to find out which areas of our website people visit most and to monitor the use of our websites. This helps us to add more value to our services. This information is gathered in such a way that we do not get personal information about any individual or their online behaviour on other websites.

Type of Personal Data Processed

We may process personal data like:

- Contact details (name, surname, email address, phone number, merchant store address)
- Biometric data (facial characteristics, images, and videos) to generate biometric template.
- Account login (username and password)
- Merchant's store profile photo
- Technical information like the internet protocol (IP) address used to connect your computer to the internet, the browser type and version, your log-in information, the time-zone setting, the operating system and platform, the type of device you use, or the mobile phone number used by the device, mobile network information, your mobile operating system, the type of mobile browser you use and so on.
- Information about your GPS location

Purpose of Processing

Our primary goal in collecting personal information is to provide you with a safe, efficient, and personalized experience. We use personal information to create, develop, operate, deliver and improve our services as provided in the Terms & Conditions and

- To create your IQPay platform User account, to identify you as a platform user and give you access to the various features and services available to you as a registered user.
- Verifying your identity/biometric recognition.
- Responding to your queries, claims or disputes.
- Detecting, investigating, preventing or remediating violations of your agreements with us.
- To comply with legal and regulatory requirements.

Legal Basis for Processing

IQPay processes your personal information on the bases set out below:

- Keeping to our agreement with you – We need certain personal information (herein included too your Biometric data) to provide our services and cannot provide them without this information.
- Legal obligations – In some cases, we have a legal responsibility to collect and store your personal information.
- Legitimate interests – We sometimes collect and use your personal information because we have a legitimate reason to have it and this is reasonable when balanced against your right to privacy.
- Consent – by accepting this Privacy policy, you grant us your specific consent on the data processing performed for the purposes detailed above.

Disclosure of Your Personal Data

It is possible for us to share the required part of your personal data only to the extent that it is necessary for the following third-party categories:

- (a) Subcontractors – companies that offer us products or services, such as: cloud services providers;
- (b) Companies involved in the operation of our platform.
- (c) Other parties such as public authorities and institutions, accountants, auditors, lawyers and other external professional counsellors, if their activity requires their knowledge or where the law requires us to divulge them.

Data processing may also be performed by companies acting as Merchants (the store or vendor enrolled to IQPay) or Providers (payment gateway and/or banks providing services to Users and enrolled to IQPay). **BY AGREEING WITH IQPAY'S PRIVACY POLICY YOU CONFIRM THAT YOU SPECIFICALLY AGREE WITH THE DISCLOSURE OF YOUR PERSONAL DATA WITH THE MERCHANTS AND PROVIDERS IN RELATION TO WHICH YOU SHALL USE THE IQPAY PAYMENTS BY FACIAL RECOGNITION.**

It is possible that we also disclose your personal information to third parties:

- (a) In case you request or give us permission to do so.
- (b) To persons who can demonstrate that they have the legal authority to act on your behalf.
- (c) If it is our legitimate interest to do so in order to manage, expand or develop the commercial activity: (i) in the case of a transfer of an enterprise (we sell part of the business or certain goods), we may disclose your data to the potential buyer of those commercial or commodity activities to ensure that the activity continues; (ii) if IQPay (or a substantial part of its assets) is acquired by a third party, in which case the personal data held by IQPay will be one of the transferred assets.
- (d) If we have an obligation to disclose your personal data to comply with a legal obligation, any legal request from governmental or executive authorities and as may

be necessary to meet certain national security or enforcement requirements law or to prevent certain illegal activities.

(e) To respond to any claim, to protect our rights or a third party, to protect the safety of any person or to prevent any illegal activity.

(f) To protect the rights, property or safety of IQPay, its employees, IQPay platform Users, or others.

Cookies

We use cookie technology on some of our applications. A cookie is a small text file that is saved on your Internet browser when you use our website. The cookie is sent to our computer each time you visit our websites. Cookies make it easier for us to give you a better experience online.

Types Of Cookies Used On Our Website:

Session cookies

These cookies are temporary and only exist while you browse our website. As soon as you close your browser or move to a different website, they are removed. They allow our website to link your actions during a browser session.

Persistent Cookies

These are permanent cookies that are stored on your device until they reach a set expiry date or until you delete them. They remember your preferences or actions across our site (or in some cases across different websites). We may use them for various reasons, such as remembering your preferences and choices when using our site, or to display only relevant advertising messages to you.

First-party Cookies:

These cookies are owned and created by us.

Third-party Cookies:

These cookies are owned and created by another company that provides a service to us, such as social media sharing, website analytics or content remarketing.

How to Disable Cookies

You can stop your browser from accepting cookies by changing the settings on your web browser. Be aware that restricting cookies may impact the functionality of our websites. We recommend that you allow cookies. On most browsers cookies are enabled by default. Explore 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.

Links to Other Websites

Our website, related websites and mobile applications may have links to or from other websites. Although we try to link only to websites that also have high privacy standards, we are not responsible for their security, privacy practices or content. We recommend that you always read the privacy and security statements on these websites.

Monitoring of Electronic Communications

We communicate with you through different methods and channels. If allowed by law, we may record and monitor electronic communications to make sure that they comply with our legal and regulatory responsibilities and internal policies.

Monitoring and Analysis

We will monitor and analyse your account for credit, fraud, compliance, and other risk-related purposes as required by law.

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 customers. 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 process is outside our control and may be in a country outside South Africa that may have different privacy principles.

Social media sites are not appropriate forums to discuss our customers' products or financial arrangements. We will not ask you to share personal, account or security information on social media sites.

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 IQPay social media accounts.

Emerging themes and helpful suggestions will be given to the relevant people within the organization for consideration, but we cannot guarantee that any themes or suggestions will be acted on.

Your rights

We will take note of your rights under applicable privacy and data protection laws, especially your right to object, on reasonable grounds, to certain types of processing.

You have the right to query a decision that we make about a product or service that you have applied for and that was made solely by automated means.

Right To Change This Privacy Statement

We may change this privacy statement. We will publish all changes on our website. The latest version of our privacy statement will replace all earlier versions unless it says differently.

Queries And Complaints

If you have any queries or complaints about privacy, please contact the Privacy Officer:

Jocylene Kusala - Group Privacy Officer

Postal Address:

Suite 36, Private Bag X153

Bryanston

Johannesburg

2022

Email: info@iqpay.biz

Regulatory

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