Information Security and Privacy Policy

This Information Security and Privacy Policy explains how **Nexa Beyond Pty Ltd** ("**Nexa Beyond**", "**we**", "**us**" or "**our**") looks after the information you share with us when you use our applications, websites, platforms, software and other products and services ("**Nexa Beyond Products**"). It forms part of the Nexa Beyond Terms and Conditions.

1. About this Policy

This Policy explains, in plain language, what information we collect, how we use and protect it, how long we keep it, and the rights you have. It forms part of the Nexa Beyond Terms and Conditions, and if there is any conflict between this Policy and those Terms and Conditions, the Terms and Conditions apply.

We handle your information in line with South African law, including the Protection of Personal Information Act 4 of 2013 ("**POPIA**"), the Electronic Communications and Transactions Act 25 of 2002, the Promotion of Access to Information Act 2 of 2000, and the Cybercrimes Act 19 of 2020.

2. Who looks after your information

We have an **Information Officer** who is responsible for protecting your information and making sure we follow this Policy and the law. You can contact our Information Officer at **dataprivacy@nexabeyond.com**.

3. The information we collect

We only collect the information we need to provide the Nexa Beyond Products to you. This may include:

- information you give us, such as your name, contact details and account details;
- information you upload or submit when you use the Nexa Beyond Products ("**your content**");
- information about how you use the Nexa Beyond Products, such as device and log information; and
- any other information you choose to share with us.

Some of this information is **personal information** – information that can identify you.

4. How we use your information

We use your information to:

- provide, maintain and improve the Nexa Beyond Products;
- keep our systems and your account secure;
- respond to your questions and give you support;
- comply with our legal and regulatory obligations; and
- detect, prevent and investigate fraud, misuse and security incidents.

We only use your information for the purposes set out in this Policy or as otherwise permitted by law. Where the law requires your consent, we will ask for it, and you may withdraw your consent at any time by contacting us.

5. How we keep your information safe

We take the security of your information seriously and use a range of measures to protect it, including:

- **encryption** of your information, both while it is stored and while it is being sent;
- **access controls**, so that only authorised people can access your information, and only when they need to;
- strong passwords and **multi-factor authentication (MFA)** for access to our systems;
- **anti-virus and firewall** protection, and ongoing monitoring of our systems for threats;
- regular **backups**, so that information can be recovered if something goes wrong; and
- training our staff to handle your information responsibly.

While we work hard to protect your information, no system can be completely secure. You also have an important role to play: please keep your login details confidential and tell us immediately if you think your account has been compromised.

6. Where your information is stored

Your information is stored on secure, reputable cloud platforms (such as Microsoft) and on our own secure systems. We may use trusted service providers to store or process information on our behalf. These providers must protect your information and may only use it for the purposes we allow.

7. Sharing your information

We do **not** sell your information. We only share it:

- with trusted service providers who help us run the Nexa Beyond Products, under strict confidentiality and security obligations;
- with third-party services that you choose to use through the Nexa Beyond Products, as described in our Terms and Conditions; and
- where we are required or permitted to do so by law, or to protect our rights, our users or our systems.

8. How long we keep your information

We keep your information only for as long as we need it to provide the Nexa Beyond Products and to meet our legal obligations. In some cases the law requires us to keep certain records for a set period (for example, up to seven years). When we no longer need your information, we securely delete or destroy it. We may also archive or delete accounts that have been inactive for a long time.

9. Your privacy rights

Under POPIA, you have the right to:

- ask what personal information we hold about you, and request access to it;
- ask us to correct or update your personal information;
- ask us to delete or destroy your personal information;
- object to us using your personal information in certain ways; and
- withdraw any consent you have given us.

To exercise any of these rights, contact us at **dataprivacy@nexabeyond.com**. We may need to verify your identity first, and some rights may be limited by law. Request forms are available on request.

10. Data breaches and reporting a concern

We have procedures in place to detect, contain and investigate security incidents. If a security breach affects your personal information, we will notify you and the Information Regulator where the law requires us to do so. If you notice or suspect a security problem – such as unauthorised access to your account – please tell us immediately at **incidentreport@nexabeyond.com**.

11. Complaints

If you have a concern or complaint about how we handle your information, please contact our Information Officer first at **dataprivacy@nexabeyond.com** so that we can try to resolve it. If you are not satisfied, you may lodge a complaint with the **Information Regulator (South Africa)**.

12. Changes to this Policy

We may update this Policy from time to time. The latest version will apply from the date it is published, and your continued use of the Nexa Beyond Products means that you accept the updated Policy.

13. How to contact us

If you have any questions about this Policy or your information, please contact us:

- **Nexa Beyond Pty Ltd**
- Privacy and your rights: **dataprivacy@nexabeyond.com**
- Security incidents: **incidentreport@nexabeyond.com**
- General enquiries: **info@nexabeyond.com**