

This Privacy Policy describes how www.syniva.co.za (the “site” or “we”) uses, collects, and discloses your personal information when you visit or make a purchase from the site.

Syniva Health is committed to protecting your privacy. This privacy policy applies to all web pages related to this website, as well as social media pages and any other verified web properties associated with Syniva Health. All of the information gathered via these properties (“data”) is used to identify users that use this site and/or interact with our brand online.

Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your personally identifiable information. By using this site, you signify your acceptance of our Privacy Policy. You also agree not to: circumvent, remove, alter, deactivate, degrade or thwart any of the content protections on this site; use any robot, spider, scraper or other automated means to access this site; decompile, reverse engineer or disassemble any software or other products or processes accessible through this site; insert any code or product or manipulate the content of this site in any way; or, use any data mining, data gathering or extraction method. In addition, you agree not to upload, post, e-mail or otherwise send or transmit any material designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment associated with this site, including any software viruses or any other computer code, files or programs. If you do not agree to this policy, please do not make use of this site.

## **WHAT PERSONAL INFORMATION DO WE COLLECT?**

This site uses Google Analytics tracking to collect data about your visit, including: duration, device used, pages visited, actions taken, geographical location (region, country and city), age (generalised), gender, date, time of day, the name of the Internet service provider and the Internet Protocol (IP) address through which you access the Internet and the Internet address of the website from which you linked directly to our site. Google Analytics does not yield any piece of information that can be used in isolation to identify you personally.

When ordering from us or completing a contact form, you may be asked to enter your name, email address or other personal details.

You may elect (at your sole discretion) to enter your personal information into a form embedded on this site. Such information can be used to identify you personally and typically includes: your names, contact information and address information.

## **HOW WE USE THE INFORMATION COLLECTED**

Information collected is used to help improve the site, analyse trends, and further administer this site. We may also use this information internally to improve our products and services. Furthermore, we may need to change this policy from time to time in order to address new issues and reflect changes on our website. We will post those changes here so that you will always know what information we gather, how we might use that information, and whether we will disclose that information to anyone else.

Information that you enter into a contact form on this website will be used to contact you and assist with any enquiry that is raised through that form.

Your contact details will not be automatically added to our marketing communication database. Instead, we make use of double opt-in mechanisms to ensure that all persons who receive marketing communication from Syniva Health have explicitly opted in to do so. This form of consent is unambiguous, specific and given freely.

You can withdraw your consent at any time by following the instructions provided in these communications.

Data that is collected will not be used for any purpose other than that which is stated in these terms.

## **COOKIES**

Syniva Health (“us”, “we”, or “our”) uses cookies on [www.syniva.co.za](http://www.syniva.co.za) (the “service”). By using the service, you consent to the use of cookies.

A cookie is a small amount of information that’s downloaded to your computer or device when you visit our site. We use a number of different cookies, which may include functional, performance, advertising, and social media or content cookies. Cookies make your browsing experience better by allowing the website to remember your actions and preferences (such as login and region selection). This means you don’t have to re-enter this information each time you return to the site or browse from one page to another. Cookies also provide information on how people use the website, for instance whether it’s their first time visiting or if they are a frequent visitor.

The length of time that a cookie remains on your computer or mobile device depends on whether it is a “persistent” or “session” cookie. Session cookies last until you stop browsing and persistent cookies last until they expire or are deleted. Most of the cookies we use are persistent and will expire between 30 minutes and two years from the date they are downloaded to your device.

You can control and manage cookies in various ways. Please keep in mind that removing or blocking cookies can negatively impact your user experience and parts of our website may no longer be fully accessible.

Most browsers automatically accept cookies, but you can choose whether or not to accept cookies in the cookie opt-in bar at the bottom of the site page, or through your browser controls, often found in your browser’s “Tools” or “Preferences” menu. For more information on how to modify your browser settings or how to block, manage or filter cookies can be found in your browser’s help file or through such sites as [www.allaboutcookies.org](http://www.allaboutcookies.org).

Additionally, please note that blocking cookies may not completely prevent how we share information with third parties such as our advertising partners.

We use cookies for the following purposes:

- to enable certain functions of the service
- to provide analytics
- to store your preferences
- to enable advertisements delivery, including behavioural advertising.

### **Third-party cookies**

In addition to our own cookies, we may also use various third-parties cookies to report usage statistics of the service, deliver advertisements on and through the service, and so on.

To contact us with any queries relating to this Cookies Policy, email: [info@syniva.co.za](mailto:info@syniva.co.za)

## **STORAGE OF INFORMATION**

The providers endeavour to store all data securely at all times. Data may be stored locally and/or using trusted, verified tools offered by third-party providers. Every effort is made to ensure data safety (including, but not limited to: enforcement of strong password policies, encryption, activity notifications, database maintenance, off-site back-up and automatic back-up). By choosing to use and/or enter your information on this website, you acknowledge and agree that the providers will not

be held responsible for any breach or similar lapse in security on the part of third-party providers whose tools are used to store or process data, howsoever caused. We encourage you to refer back to this policy regularly.

### **THIRD PARTY DISCLOSURE**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or serving our users, so long as those parties agree to keep this information confidential. We may also release information when its release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

### **THIRD PARTY LINKS**

Occasionally, at our discretion, we may include or offer third-party products or services on our website. These third-party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

### **THE CAN-SPAM ACT**

The CAN-SPAM Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them. We collect your email address in order to respond to queries and send you promotional emails about our products and services. If at any time you would like to unsubscribe from receiving future emails, you can email us at [info@syniva.co.za](mailto:info@syniva.co.za) and we will promptly remove you from all correspondence.

### **PLEASE NOTE**

Syniva Health may from time to time change this Privacy Policy and other terms of service, or change, modify or withdraw access to this site at any time with or without notice.

### **DATA PROTECTION OFFICER**

Please email any concerns or enquiries regarding this Privacy Policy to: [info@syniva.co.za](mailto:info@syniva.co.za)