

## **BIOCOM AFRICA (PTY) LTD INTERNET PRIVACY POLICY**

### **Introduction:**

Biocom Africa recognizes the importance of protecting personal information of our website visitors, customers, and partners. The purpose of this Data Protection Policy is to outline how Biocom Africa collects, uses, and protects personal information, in accordance with the Protection of Personal Information Act (POPIA).

### **Scope:**

This policy applies to all personal information collected by Biocom Africa through our website.

### **Personal Information Collection:**

Biocom Africa collects personal information from our website visitors, customers, and partners for the following purposes:

To provide requested services and products

To communicate with customers and partners

To respond to inquiries

To comply with legal and regulatory obligations

The personal information we collect may include:

Contact information (name, address, email address, phone number)

Payment information (credit card number, billing address)

Demographic information (age, gender, occupation)

Other information relevant to our business relationship

We collect personal information through website forms, email communications, and website analytics tools.

### **Personal Information Use:**

Biocom Africa uses personal information for the purposes outlined above, and may use the information to:

Provide requested services and products;

Communicate with customers and partners;

Improve our products and services.

**Comply with legal and regulatory obligations:**

We may also use personal information for marketing purposes, such as sending promotional emails or newsletters. Customers and partners have the right to opt-out of marketing communications at any time.

**Personal Information Protection:**

Biocom Africa takes reasonable steps to protect personal information from unauthorized access, disclosure, and use. We implement appropriate technical and organizational measures to ensure the security of personal information.

**Personal Information Sharing:**

Biocom Africa may share personal information with third-party service providers who assist us with the purposes outlined above. We ensure that any third-party service provider complies with POPIA and implements appropriate security measures to protect personal information.

We may also disclose personal information if required by law or to comply with legal and regulatory obligations.

**Personal Information Retention:**

Biocom Africa retains personal information for as long as necessary to fulfil the purposes outlined above, or as required by law or legal obligations.

**Access and Correction:**

Customers and partners have the right to request access to their personal information collected by Biocom Africa and may request correction or deletion of inaccurate or incomplete information.

**Contact Us:**

If you have any questions or concerns about our Data Protection Policy, please contact us at [info@biocomafrika.com](mailto:info@biocomafrika.com).

**Updates:**

Biocom Africa reserves the right to update this Data Protection Policy at any time, in response to changes in business practices, legal or regulatory requirements, or for any other reason. The updated policy will be posted on our website.