

OASIS WATER GROUP PRIVACY POLICY IN RESPECT OF INFORMATION OF CUSTOMERS OR VISITORS

Whereas:

References to “**OASIS**” or “**our**” means the OASIS WATER HOLDINGS (PTY) LTD group of companies as well as *mutatis mutandis*, the individual Oasis Water Franchise outlets within the Oasis network.

References to “you” or “your” means the end-customer or website(s) visitors.

1. GENERAL

- 1.1. The Protection of Personal Information Act, No. 4 of 2013 “**POPI**” is aimed at protecting your personal information and prescribes how we should deal with it. POPI created an Information Regulator that checks that companies manage personal information in a responsible manner that respects your privacy.
- 1.2. Please note that from time to time we may have to amend this policy to accommodate changes in our business or services or if legal requirements change.
- 1.3. In your day-to-day dealings with OASIS we obtain information about you. This privacy policy explains why and how we collect, use and store your personal information as one of our valued customers. At OASIS we comply with the relevant legislation in respect of the personal information we collect from our customers, as set out in this policy; Any questions in respect of this policy may be directed to us at our Franchise Support Office in Pretoria 012-807-1984/1460, 0861-762- 747 or at E-mail admin@oasiswater.co.za.
- 1.4. We utilise your information to ensure that we offer you the right product at the right time and in the right place. This includes making sure that you receive the benefit of any existing or future rewards programme, analysing your data to better understand what your needs are, serving you more efficiently and keeping you informed of promotions.
- 1.5. Other legislation may also apply to your personal information and have to be complied with, as set out in paragraph 3 below. This means that from time to time we will be obligated to process your personal information in a certain way, or keep it for a certain period, until you send us a formal request that your information should be deleted, i.e. “**opt-out**”.
- 1.6. This privacy policy forms part of our agreement with you and it should be read along with the terms and conditions that apply to your agreement with us.

2. COMPANIES YOU ARE SHARING YOUR INFORMATION WITH

- 2.1. OASIS WATER HOLDINGS (PTY) LTD. is a group of companies that includes OASIS WATER (PTY) LTD - and any companies as per **annexure A** attached to this policy.
- 2.2. When you share your information with one of these companies, you may also be sharing it with the other. As OASIS WATER (PTY) LTD is the franchisor to individual stores operating as individual franchises, OASIS WATER (PTY) LTD may share your personal information with any number of the individual franchises for purposes of delivering services and products to you more efficiently, as set out in this policy.
- 2.3. This policy relates to OASIS WATER HOLDINGS (PTY) LTD and group companies, as well as to the individual franchises as is necessary to serve you. A franchise may be known to you as your local OASIS WATER outlet.

3. INFORMATION RETAINED BY OASIS

- 3.1. If you have an account with us, we collect your personal information. Depending on what you apply for we require information such as your name, e-mail address, contact numbers, ID or passport number, gender, date of birth, physical address, billing address, payment card details, financial information and history, employment information, communication preferences, language preferences, signature and your OASIS account number. This list is not exhaustive, and we collect this information to process your application so you can have a customer record with us. This is how we provide the services as set out in the terms and conditions for inter alia your account with us.
- 3.2. When you use or shop at www.oasiswater.co.za, also referred to as the OASIS website, or any OASIS franchise website, we collect standard information about your internet connection and website use. We collect this information from registered and unregistered users. We use this information to help us improve our website and online services.
- 3.3. The type of information we collect includes your URL, IP address, domain type, browser type, the country and telephone code where your device is located, the web pages viewed during your visit, the advertisements you clicked on, and any search terms you entered on our website "**user information**".
- 3.4. A cookie is a small piece of information stored by your browser on your device. It may contain some personal details, the contents of your shopping basket, and date and time information in an encrypted format, which can be recalled when you return to the OASIS website. This speeds up our identification, ordering and delivery processes.

- 3.5. We use cookies to identify the device you use to connect to our website. We use anonymous cookies to collect data about how you use our website, so that we can improve and optimise your website experience and deliver relevant advertising on the Google Display Network based on the activity of visitors to our website.
- 3.6. You can opt out of Google Analytics for Display Advertisers and out of customized Google Display Network advertising by visiting Google's Ad Preferences Manager.
- 3.7. When you contact us, we collect information that helps us to categorise your query, respond to it and, if applicable, investigate what the issue are that needs attention. We also use this information to track potential problems and trends to customise our support responses to provide a better service to you.
- 3.8. We do not collect the information of persons under 18 without the consent of their parents or guardians. If you are under the age of 18 you must not provide personal information to us without the consent of your parent or guardian.
- 3.9. Our facilities, including that of our franchises, may be monitored by CCTV cameras for public safety, crime prevention and quality control and recordings may be made of any footage.
- 3.10. We have to collect some of your information when you enter into a credit agreement, with us, which will be regulated by the agreement that you have entered into with us.
- 3.11. If you have applied for a credit account at OASIS, your personal information will also be used for the following purposes:
 - 3.11.1. OASIS will need to use your financial information, including your credit history, which we will obtain from a credit bureau and the South African Fraud Prevention Services, to decide whether you qualify for a credit facility.
 - 3.11.2. OASIS will provide the following information to any registered credit bureau and the South Africa Fraud Prevention Services:
 - 3.11.2.1. information about your agreement with OASIS;
 - 3.11.2.2. information about your OASIS account;
 - 3.11.2.3. details of any default should you not comply with your credit agreement;
 - 3.11.2.4. any information which you provide to OASIS.
- 3.12. OASIS must comply with all regulations relating to credit and insurance. This will involve processing your personal information. In particular OASIS must comply with the National Credit Act, No 34 of 2005.

- 3.13. OASIS is required to process your personal information for purposes of local and international crime prevention in terms of inter alia the Financial Intelligence Centre Act, No 38 of 2001 (FICA).
- 3.14. OASIS may need to record some of your personal information in terms of the Consumer Protection Act, No 68 of 2008.
- 3.15. We are committed to keeping your personal information safe and secure. Please take care not to provide more information than what we ask for. Never give us any of your personal passwords.
- 3.16. Your privacy is important to us, which is why it is our policy not to share your personal information with other third-party companies, except as set out in this policy. We will never sell your personal information to anyone.
- 3.17. We use suppliers or service providers who we trust to provide services to us and sometimes that involves sharing your information with them. They operate under strict requirements aimed at keeping your personal information secure and confidential and they will only use it for the purpose for which we have sent it to them.
- 3.18. Some of these service providers may be located in other countries that may not have the same levels of protection of personal information as South Africa. If this is the case, we require that they undertake to protect the personal information of our customers to the same level that we do.

4. YOUR RIGHTS AND PREFERENCES

- 4.1 You have the right to:
 - 4.1.1. ask what personal information we hold about you;
 - 4.1.2. ask what information was sent to our suppliers, service providers or any other third party;
 - 4.1.3. ask us to update, correct or delete any out-of-date or incorrect personal information we hold about you;
 - 4.1.4. unsubscribe from any direct marketing communications we may send you;
 - 4.1.5. object to the processing of your personal information.
- 4.2. It can take us up to 21 days to respond to your request.
- 4.3. We cannot provide an effective service to you without having some of your personal information, therefore, if you want us to delete all your personal information, we will most likely have to terminate your agreement(s) with us. Also take into account that some information may still have to be retained as described in paragraph 3.

- 4.4. If we are required by law to retain your information or if we need it to protect our rights, we can refuse to delete your information.
- 4.5. You can request access to the information we have on record, by contacting our Franchise Support Office or individual franchise.
- 4.6. You are able to view and correct some of your information online by creating an online profile If and when this functionality exists.
- 4.7. If you suspect that our records contain inaccurate or incomplete information about you, please notify us via our Franchise Support Office to make the necessary amendments.

5. SECURITY

- 5.1. We have implemented appropriate, reasonable technical as well as organisational measures and security safeguards to protect the integrity and confidentiality of the personal information that you provide. For example, sensitive data (such as your credit card information) is protected by SSL encryption when it is exchanged between your web browser, our website or an affiliated website. We regularly monitor our systems for possible vulnerabilities and attacks. Unfortunately, no system is perfect and as a result we cannot guarantee that information may not be accessed, disclosed, altered or destroyed by breach of any of our physical, technical or managerial safeguards.
- 5.2. Please remember that any e-mail you send to us is not encrypted and may not be secure. Please do not send us sensitive or confidential personal information by means of e-mail. Instead, contact our Franchise Support Office on 0861-762-747 or send a message via our website.
- 5.3. Although we cannot prevent all security threats, we have measures in place to minimise the threat to your privacy. We will let you know of any breaches which affect your personal information.

ANNEXURE A -LIST OF ENTITIES COMPRISING THE OASIS GROUP OF COMPANIES

1. Aqua Vida Proprietary Limited
2. Collett Brothers Water Proprietary Limited
3. Eliptotime Proprietary Limited T/A Oasis Water Kimberley
4. Go FMCG T/A Gozone Retail Proprietary Limited
5. Gozone Holdings Proprietary Limited
6. Oasis Bottling Company Proprietary Limited
7. Oasis Water Asset Company Proprietary Limited
8. Oasis Water Corporate Dispensing Proprietary Limited
9. Oasis Water Holdings Proprietary Limited
10. Oasis Water Oos Kaap Proprietary Limited
11. Oasis Water Proprietary Limited
12. Oasis Water Winelands Proprietary Limited
13. Specialised Smart Brands Proprietary Limited
14. Vernotone Proprietary Limited T/A Oasis Water Karoo
15. Vivente Capital Proprietary Limited
16. Winelands Bottling Company Proprietary Limited

(“OASIS Group of Companies”)