

Iris AI Privacy Notice

Iris AI (Pty) Ltd is a South African-registered software development house. Our Company cares about how your personal information is used and is committed to respecting your privacy and helping protect your information.

This privacy policy will explain how Our Company uses the personal data from you when you use our website or services, and what information we collect about you.

What data do we collect?

Our company collects the following data:

- Personal identification information (name, job title, email address and/or telephone number/s)
- Information pertaining to the organizational structure of your company

How do we collect your data?

You directly provide Our Company with most of the data we collect. We collect data and process data when you:

- Complete the Contact form on our website, found at <https://irisai.co.za/contact/>.
- Enter into an agreement with us for any of our services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Request us to contact you regarding your interest in our products or services, via a third party.

How will we use your data?

Our Company collects your data so that we can:

- Contact you in response to your request for more information on our services.
- Present to you on a particular service that you have expressed a genuine interest in.
- Run a proof of concept as a means to demonstrate the effectiveness of our services, where you have requested us to do so.
- Process the agreement concluded with you and provide you with the services required.

When Our Company processes your contract, it reserves the right to send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent transactions.

Transfers to countries that do not provide adequate level of protection

For purposes of the EU General Data Protection Regulation (“the GDPR”) it is important to note that Our Company is based in South Africa. As such, information that we collect from you within the European Economic Area (“the EEA”) will be transferred across international borders outside of the EEA to South Africa and processed in South Africa.

Furthermore, South Africa does not form part of the list of countries for which the European Commission has confirmed a suitable level of data protection.

To ensure adequate protection, we enter into Data Processing Agreements with EU Standard Contractual Clauses when transacting with customers based in the EU.

Otherwise, while Our Company is of the view that Article 27 of the GDPR does not apply to us, we have opted to appoint an EU representative to further assure you of our commitment to data protection. The details of our EU representative, *Safe Shopping Centers, Sweden* are set out below.

- Email: erik@safeshoppingcenters.com
- Telephone: +46 31 201 000
- Hand Delivery: Safe Shopping Centers, Kungsporsavenyn 26, Sweden
- Post: P.O Box 3092, S-400 10 Gothenburg, Sweden
Marked for the attention of Erik Engstrand

How do we store your data?

Our Company securely stores your data at Iris AI Head Office situated at Active Park, 7 Drome Road, Formain, Johannesburg, Gauteng, South Africa, 2090.

The security measures that have been implemented by Our Company are far-reaching, and include (but are not limited to):

- Physical Security
- Server security
- Restrictions on Access
- Security by design

- Security objectives established
- Guidelines published on how to achieve these objectives
- Adoption of an overall security management strategy
- Policies on key security mechanisms implemented in both everyday work and server security.

The totality of Our Company's security measures is demonstrated in our *Security of Iris AI Services* document, a copy of which has been made available to you. However, if you require a further copy, please do not hesitate to request this via our website, info@irisai.co.za or +27 82 929 4940.

Our Company will keep your personal identification information, and information on the organizational structure of your company, for 180 days after the expiry of your contract with Our Company. Once this time period has expired, we will delete your data by shredding and dumping any hard copies of data, and destroying the applicable hard drives.

Otherwise, where you have provided the data in any of the other circumstances listed under the abovementioned paragraph headed *How will we use your data*, the data will be deleted once our services and/or communication are no longer required. The data will be deleted in the same way as described above.

Marketing

Our Company would like to send you information about services of ours that we think you may be interested in.

If you have agreed to receive marketing, you can always opt out at a later date.

You have the right at any time to stop Our Company from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, let us know via the opt-out feature found in the marketing communication, or via email.

What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights under the GDPR. Every user is entitled to the following:

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- **The right to be informed** – you have the right to be informed that Our Company is processing your data, and the particulars thereof. This is achieved through the publication of this Privacy Policy document.
- **The right to access** – you have the right to request Our Company for copies of your personal data. We reserve the right to charge you a small fee for this service.
- **The right to rectification** – you have the right to request the Our Company correct any information that you believe is inaccurate. You also have the right to request Our Company to complete information you believe is incomplete.
- **The right to erasure** – you have the right to request that Our Company erase your personal data, under certain conditions.
- **The right to restrict processing** – you have the right to request that Our Company restrict the processing of your personal data, under certain conditions.
- **The right to object to processing** – you have the right to object to Our Company's processing of your personal data, under certain conditions.
- **The right to data portability** – you have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.
- **Rights related to automated decision-making including profiling** – you have the right to request Our Company to provide a copy of its automated processing activities if you believe your data is being processed unlawfully.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us via:

- Email at info@irisai.co.za
- Telephone: +27 82 929 4940
- Registered Post, marked for the attention of Iris AI Legal Department: 7 Drome Road, Formain, Johannesburg, Gauteng, South Africa, 2090

What are cookies?

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our website, we will collect information from you automatically through cookies or similar technology.

For further information, visit <https://www.allaboutcookies.org/>.

How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in on the relevant portal, service, or programme.
- Understanding how you use our website.

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – Our Company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, devices, and your IP address. Our Company reserves the right to share limited aspects of this data with third parties for advertising purposes. We reserve the right to share online data collected through cookies with our advertising partners. This means that when you visit another website, you could be shown advertising based on your browsing patterns on our website.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

Our company website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this webpage. This privacy policy was last updated in July 2020.

How to contact us

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us via one of the following channels:

Iris AI in South Africa

- Email: info@irisai.co.za
- Telephone: +27 82 929 4940
- Registered Post, marked for the attention of Iris AI Legal Department: 7 Drome Road, Formain, Lyndhurst, Gauteng, South Africa, 2090
Marked for the attention of Gregory de Villiers

Our Company's EU Representative

- Email: erik@safeshoppingcenters.com
- Telephone: +46 31 201 000
- Hand Delivery: Safe Shopping Centers, Kungsporsavenyn 26, Sweden
- Post: P.O Box : 3092, S-400 10 Gothenburg, Sweden
Marked for the attention of Erik Engstrand

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you can contact your local data protection authority, or the Swedish Data Protection Authority.

Email: datainspektionen@datainspektionen.se

Address: Drottninggatan 29, 111 51 Stockholm, Sweden