

## SMOOLINK FORWARDING (PTY) LTD PRIVACY POLICY

Welcome to <https://smoolink.co.za> (the “Site”). SmooLink Forwarding (Pty) Ltd, is a private Freight Forwarding Business registered in the Republic of South Africa (“the company”, “we”, “us”). Our operations include Freight Forwarding; Customs Clearance; Handling and Transport management. Your privacy is important to us. As such, it is SmooLink Forwarding (Pty) Ltd’s policy and commitment to respect and protect your privacy regarding any information we may collect while operating our website or engaging with us through other means. The company will take all reasonable measures to comply with the Protection Of Personal Information Act, 2013 (“POPI”), a data protection law applicable in the Republic of South Africa.

We have adopted this Privacy Policy to explain what personal information may be collected on our site; how it is collected and used; with whom it may be shared and under what circumstances we may disclose the information to third parties. We include what safeguards we have in place to protect your information, as well as the information pertaining to the rights of natural persons and juristic persons, where applicable, to whom the personal information relates. Please read this policy carefully before browsing this website or using any of our services. Your continued use of this website and our services indicates that you have read and agree to the terms of this privacy policy; that we may collect, use and transfer your Personal Information in accordance therewith. Submitting your Personal Information to us, will also be treated as you having given your permission for disclosures referred to in this policy, where necessary or applicable. This statement governs our privacy policies with respect to those users of the Site (“Visitors”) who visit without transacting business and Visitors who register to transact business on the Site and make use of the services offered by SMOOLINK FORWARDING (PTY) LTD (collectively, “Services”) (“Authorized Customers”).

### Definition of Personally Identifiable Information

Refers briefly to any information that identifies or can be used to identify, contact, or locate the person to whom such information pertains, including, but not limited to, name, address, phone number, fax number, email address, financial profiles, identity or social security number, and credit card information. Personally Identifiable Information does not include information that is collected anonymously (that is, without identification of the individual user) or demographic information not connected to an identified individual. The POPI Act, has more specific examples if you need them and can be found at the following link: [www.gov.za/documents/download.php?f=204368](http://www.gov.za/documents/download.php?f=204368)

This privacy policy applies to the personal information the company obtains through any and all interactions with you, including when you are an existing or potential customer of ours; you interact with SmooLink Forwarding (Pty) Ltd staff; you visit our website; interact with us online, through our social media platforms; contact us for general enquiries or request information; supply goods or render services as a vendor or supplier to the company; apply for employment to the company; are a current or former employee, including contract or part-time employees, and independent contractor of the company. This privacy policy applies to all personal information outlined above, whether it was provided to us through our website, or other means of communication with you, such as email; telephone, or through third parties and tools that collect personal information.

### What Personally Identifiable Information is collected?

SmooLink Forwarding (Pty) Ltd, may collect basic user profile information from all of our Visitors. We collect the following additional information from our Authorized Customers: full names, email address, phone number, address, social media profile information, business name and nature and size of the business, in order to provide access to our services; to help us improve our offerings to you, and to support our contractual relationship with you. The information collected will depend on the purpose for which it is collected and used. We also collect information about you from other sources, with your consent, and supplement the information you provide to us with information we receive from other companies in the industry, in order to offer you a more consistent and personalized experience when interacting with us.

Like most website operators, SmooLink Forwarding (Pty) Ltd, may collect non-personal-identifying information of the sort that web browsers and servers typically make available, such as the browser type, language preference, referring site, and the date and time of each visitor request. Our purpose in collecting non-personal identifying information is to better understand how our visitors use our website. We also collect potential personal-identifying information like Internet Protocol (IP) addresses for logged in users and for users leaving comments on <https://smoolink.co.za> blog posts. under the same circumstances that we use and disclose definite personal-identifying information. Details which you submit to the site, such as the services you are interested in, may be aggregated. You will not be identified from this information and this information is only used to assist us in providing effective services on this site. However, we may from time to time supply third parties with this non-personal or aggregated data for trends in the usage of our website.

### What organizations are collecting the information?

In addition to our direct collection of information, our third party service vendors (such as credit card companies, clearinghouses and banks) who may provide such services as credit, insurance, and escrow services may collect this information from our Visitors and Authorized Customers. We do not control how these third parties use such information, but we do ask them to disclose how they use personal information provided to them from Visitors and Authorized Customers. Some of these third parties may be intermediaries that act solely as links in the distribution chain, and do not store, retain, or use the information given to them.

#### How does the Site use Personally Identifiable Information?

We use Personally Identifiable Information to evaluate the use of the site and services; for market research purposes; for monitoring and auditing site usage, to customize the Site and make it easier to use and to better tailor the site and our products to your interests and needs, in order to make appropriate service offerings, and to fulfill purchasing and selling requests on the Site. We may email Visitors and Authorized Customers about research or purchase and selling opportunities on the Site or information related to the subject matter of the Site. We may also use Personally Identifiable Information to contact Visitors and Authorized Customers in response to specific inquiries, or to provide requested information; to fulfil our obligations arising from any contracts entered into between you and us; to verify your identity and that you are an authorized customer for security purposes. Finally, we use personally identifiable information for record keeping purposes, to comply with legal and regulatory requirements or industry codes to which we subscribe or which apply to us, or when it is otherwise allowed by law, and in connection with legal proceedings.

#### With whom may the information be shared?

Personally Identifiable Information about Authorized Customers may be shared with other Authorized Customers who wish to evaluate potential transactions with other Authorized Customers. We may share aggregated information about our Visitors, including the demographics of our Visitors and Authorized Customers, with our affiliated business partners and third-party vendors, who are involved in the delivery of services to you. We have agreements in place to ensure that they comply with these privacy terms, but we also offer the opportunity to “opt out” of receiving information or being contacted by us or by any agency acting on our behalf. We may furthermore, disclose your information where we have a duty or a right to disclose in terms of law or industry codes.

#### How is Personally Identifiable Information stored?

Personally Identifiable Information collected by SMOOLINK FORWARDING (PTY) LTD is securely stored, in line with the POPI Act and in compliance with other applicable

legislation. This information is not accessible to third parties or employees of SMOOLINK FORWARDING (PTY) LTD except for use as indicated above.

What choices are available to Visitors regarding collection, use and distribution of the information?

Visitors and Authorized Customers may opt out of receiving unsolicited information from or being contacted by us and/or our vendors and affiliated agencies by responding to emails as instructed, or by contacting us at [info@smoolink.co.za](mailto:info@smoolink.co.za)

### Cookies

We use cookies. A cookie is a string of information that a website stores on a visitor's computer or smart phone and that the visitor's browser provides to the website each time the visitor returns. Cookies help your browser navigate a website. Cookies cannot themselves collect any information stored on your computer or your files. When a server uses a web browser to read cookies, they can help a website deliver a more user-friendly service. Therefore, to protect your privacy, your browser only gives a website access to the cookies it has already sent to you.

We use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

### Are Cookies Used on the Site?

Cookies are used for a variety of reasons. We use Cookies to obtain information about the preferences of our Visitors and the services they select. We also use Cookies for security purposes to protect our Authorized Customers. For example, if an Authorized Customer is logged on and the site is unused for more than 10 minutes, we will automatically log the Authorized Customer off. Visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using <https://smoolink.co.za>, with the drawback that certain features of website may not function properly without the aid of cookies.

The two types of cookies used on the website are session cookies and permanent cookies.

**Session cookies:** These cookies are used to maintain a session stat and only lasts for the duration of your use of the website. Session cookies expire when the browser is closed or if the user has not visited the server for a certain period of time. Session cookies are required for the platform to function optimally but are not used in any way to identify you personally.

**Permanent cookies:** These cookies permanently store a unique code on your computer or smartphone's hard drive, in order to identify you as an individual user. However, no personal information is stored in permanent cookies. you can view permanent cookies by looking in the cookies directory of your browser installation. These permanent cookies are not required for the website to work, but may enhance your browsing experience.

By continuing to navigate our website without changing your cookie settings, you hereby acknowledge and agree to Smoolink Forwarding (Pty) Ltd's use of cookies.

#### Cookies used by our service providers

Some of the functions within our websites may contain links to other third-party websites, including (without limitation) social media platforms, appointment scheduling and/or live chat platforms (third party websites). Hyperlinks to third party websites are provided as are and we do not necessarily agree with, edit or sponsor the content on third party websites. If you select a link to any third-party website, you may be subject to such third-party website's terms and conditions and/or other policies, which are not under our control, nor are we responsible, therefore. We are also not responsible for the privacy practices, or content, of other websites, either. You are therefore encouraged to consult the policies of our third-party websites for information regarding their use of cookies.

#### How does SMOOLINK FORWARDING (PTY) LTD use login information?

SMOOLINK FORWARDING (PTY) LTD uses login information, including, but not limited to, IP addresses, ISPs, and browser types, browser version, pages visited, date and time of visit, to analyze trends, administer the Site, track a user's movement and use, and gather broad demographic information. This information is aggregated and anonymous data and does not identify you specifically. However, you acknowledge that this data may be able to be used to identify you if it is aggregated with other personal information that you supply to us. This information is not shared with third parties and is used only within the company on a need to know basis. Any individually identifiable information related to this data will never be used in any way different to that stated above, without your explicit permission.



What partners or service providers have access to Personally Identifiable Information from Visitors and/or Authorized Customers on the Site?

SMOOLINK FORWARDING (PTY) LTD has entered into and will continue to enter into partnerships and other affiliations with a number of vendors. Such vendors may have access to certain Personally Identifiable Information on a need to know the basis for

evaluating Authorized Customers for service eligibility. Our privacy policy does not cover their collection or use of this information.

How does the Site keep Personally Identifiable Information secure?

All of our employees are familiar with our security policy and practices. The Personally Identifiable Information of our Visitors and Authorized Customers is only accessible to a limited number of qualified employees who are given a password in order to gain access to the information. We audit our security systems and processes on a regular basis. Sensitive information, such as credit card numbers or social security numbers, is protected by encryption protocols, in place to protect information sent over the Internet. While we take commercially reasonable measures to maintain a secure site, electronic communications and databases are subject to errors, tampering, and break-ins, and we cannot guarantee or warrant that such events will not take place and we will not be liable to Visitors or Authorized Customers for any such occurrences.

How can Visitors correct any inaccuracies in Personally Identifiable Information?

You have a right to rectification of personal information that we hold on your behalf, in instances where such personal information is incorrect or incomplete. Visitors and Authorized Customers may contact us to update Personally Identifiable Information about them; to correct any inaccuracies, or to delete their personal information, by emailing us at [info@smoolink.co.za](mailto:info@smoolink.co.za)

Can a Visitor delete or deactivate Personally Identifiable Information collected by the Site?

You can reject or block the cookies set by the websites of any third-party suppliers by changing your browser settings; (check the Help function on your browser for more info). Please note however, that most browsers automatically accept cookies so if you do not wish cookies to be used you might need to actively delete or block cookies. Visit [www.allaboutcookies.org](http://www.allaboutcookies.org) for details on how to delete or reject cookies and refer to your mobile device's manual for details on how to reject or delete cookies in mobile phone browsers.

We also provide Visitors and Authorized Customers with a mechanism to delete/deactivate Personally Identifiable Information from the Site's database by contacting. However, because of backups and records of deletions, it may be impossible to delete a Visitor's entry without retaining some residual information. An individual who requests to have Personally Identifiable Information deactivated will have this information functionally deleted, and we will not sell, transfer, or use Personally Identifiable Information relating to that individual in any way moving forward.

## Your rights

These are summarized rights that you have under data protection law

The right to access to your personal information stored by us. This may be done, by emailing us at [info@smoolink.co.za](mailto:info@smoolink.co.za)

The right to rectification of personal information we hold on your behalf, in instances of inaccuracy or incompleteness.

The right to erasure and be forgotten, if such information is no longer needed for original processing purposes.

The right to restrict processing of personal information to only that which is strictly necessary for us to perform our services to you.

The right to withdraw consent anytime, if processing of personal information is based on consent

The right to data portability

The right to object to processing of personal information, as referred to in section 11(3) of the POPIA.

The right to complain to the Information Regulator (South Africa).

IRSA contact details are as follows:

Mr Marks Thibela  
Chief Executive Officer  
Tel No. +27 (0) 10 023 5207, Cell No. +27 (0) 82 746 4173  
Email [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

<https://www.justice.gov.za/infoereg/contact.html>

33 Hoofd Street  
Forum III, 3rd Floor Braampark  
P.O Box 31533  
Braamfontein, Johannesburg, 2017

## Children's Privacy

The age requirement for engaging with the company in any manner outlined above is 18 years of age. Our Service does not address "Children", anyone under the age of 18

years, and we do not knowingly collect personally identifiable information from children under 18 years.

If you are a parent or guardian and you are aware that your child has provided us with Personal Information, please get in touch with us immediately in the contact details provided. If we come to know that children below 18 years have provided personal information, we will delete the information from our servers immediately.

By engaging with SmooLink Forwarding (Pty) Ltd, you warrant that you are capable of entering into binding contracts, that you are at least 18 years of age and that you have read, understood, accepted and agree to be bound by the terms of this privacy policy. To the extent required by the applicable law, you must obtain parental or guardian consent if you are under 18 years of age, prior to engaging with the company in any way.

## Compliance With Laws

Disclosure of Personally Identifiable Information to comply with the law. We may be obliged to collect your personal information in terms of various laws, including the Consumer Protection Act 2008, the National Credit Act 2005, the Labour Relations Act 1995, the Basic Conditions of Employment Act 1997, the Broad-Based Black Economic Empowerment Act 2003, the Companies Act 2008, the Unemployment Insurance Act 2001, the Value-Added Tax Act 1991, the Income Tax Act 1962, the Financial Intelligence Centre Act 2001 and Electronic Communications and Transactions Act 2002. We will also disclose Personally Identifiable Information when reasonably necessary to protect the safety of our Visitors and Authorized Customers, or where we believe it is necessary to protect our rights.

## What happens if the Privacy Policy Changes?

We reserve the right to amend this privacy policy, or add provisions to it, though changes are likely to be minor. Please be aware that SmooLink Forwarding (Pty) Ltd



may update this Privacy Policy from time to time, at our sole discretion and publish the updated version on our site. We therefore urge visitors to frequently check this page to inform yourself of any changes to our Privacy Policy. Your continued use of this site after any change in this Privacy Policy will constitute your acceptance of such change.

## Links

<https://smoolink.co.za> contains links to other websites. Please note that when you click on one of these links, you are moving to another website. We encourage you to read the privacy statements of these linked sites as their privacy policies may differ from ours. We further encourage users to evaluate the security and trustworthiness of

any third-party website, before disclosing any personal information to them. We do not accept any responsibility for any loss or damage in whatever manner, howsoever caused, resulting from your disclosure to third parties of personal information.

## Contact Us

If you have any questions about this Privacy Policy, or believe we have not adhered to it, please contact us at [info@smoolink.co.za](mailto:info@smoolink.co.za)

You can also reach out to us through our contact channels, as listed on our website, should you wish to give or withdraw consent; access; update or correct your personal information on our record.