



## **PRIVACY POLICY**

### **INTRODUCTION**

We, at Kramer Villion Norris Incorporated (“**KVN Inc.**” or “**us**” or “**we**”) have developed this policy in order for you to understand how we collect, communicate and use any personal information that you submit to us.

At KVN Inc., your privacy is important to us and we value the trust that you place in us by sharing your personal information. It is our policy to respect your privacy regarding any information we may collect from you across our website and when you interact with us.

This privacy policy aims to inform you about how we collect and process any information/data that we gather from you, or information/data you provide to us. It covers information that could identify you (“personal information”) and information that does not. We provide you with your privacy rights and how the law protects you in this regard.

This privacy policy complies with the provisions of the Protection of Personal Information Act 4 of 2013 (“the Act”). In the context of the law and this policy, “process” shall mean collect, store, transfer, use or otherwise act on information.

### **NATURE OF PERSONAL INFORMATION**

We believe it is important to inform you about the types of data we collect, how we use this data and how we will ensure that this information is protected.

We may collect, use, store and transfer the following kinds of personal information about you:

- Personal information that you voluntarily provide to us or collected by us including name, e-mail address, telephone number, service offering enquiry, information submitted as part of a support request, comments and any other similar type of information;
- Personal information collected from publicly available resources, integrity data bases and credit agencies.



## **COLLECTION OF PERSONAL INFORMATION**

Generally, our intent is to collect only the personal information that is provided voluntarily by our online visitors and when you interact with us, so that we can offer information and/or services to those individuals.

We may collect Personal Information about you –

- Directly from you;
- In the course of our relationship with you;
- In the course of providing legal services to you or your Organisation;
- When you make your Personal information public;
- When you visit our offices;
- We may also receive Personal Information about you from third parties (e.g. Law enforcement authorities).
- In some instances, KVN Inc. and its service providers use cookies, web beacons and other technologies to automatically collect certain types of information when you visit us online, as well as through emails that we may exchange.
- The collection of this information allows us to customise your online experience, improve the performance, usability and effectiveness of KVN'S online platform, and to measure the effectiveness of our marketing tools.

We may collect information when you:

- access, or use the Website, we collect information through analytical tools;
- submit a query via the Website;
- phone us or exchange or send us correspondence;

Personal information that may be collected includes, but is not limited:



- Your name and surname, email address and phone number, home address, or postal address;
- By using this website, you consent to the transfer of personal information.

### **USE AND PURPOSE OF PROCESSING PERSONAL INFORMATION**

We will only collect your personal information by lawful and fair means and, where appropriate, with the knowledge or consent of the individual and/or entity concerned.

Personal information may be processed:

- To provide services to clients;
- With the consent of the data subject;
- To ensure compliance with regulatory and legal obligations;
- In the event of the processing being allowed by law;
- to defend and exercise legal rights.

You may access and/or correct any of your personal information that we hold by sending an email to [goolam@kvnlaw.co.za](mailto:goolam@kvnlaw.co.za).

### **IF YOU DO NOT PROVIDE PERSONAL INFORMATION WE NEED**

Where we need to collect personal information by law, or under the terms of a contract, we have with you, and you fail to provide that information when requested, we may not be able to perform that contract. In that case, we may have to stop providing a service to you.

### **SHARING OF PERSONAL INFORMATION**

Generally the legitimate interest for us using your personal information is the efficient performance or management of our business relationship.

We will not intentionally disclose, your personal information other than as set out in this privacy policy or without your permission.



You agree that your personal information may be shared to third parties under the following circumstances:

- The briefing of Counsel and/or any other parties involved during the course and the scope of the matter;
- Government Authorities, registries, Organs of State, Courts, tribunals, regulators and law enforcement agencies;
- Third party service providers who provide research services to our offices or clients.

### **COMMUNICATING WITH US**

When you contact KVN Inc., whether by telephone, through our website or by way of email, we collect the information you have given us in order to reply with the information you need.

We record your request and our reply in order to increase the efficiency of our business operations.

We keep personally identifiable information associated with your messages, such as your name and email address to be able to track our communications with you to provide a high-quality service.

### **STORAGE AND RETENTION OF YOUR PERSONAL INFORMATION**

Our offices reserve our right to store and retain your personal information for as long as what may be reasonably necessary for lawful purposes related to our business functions, alternatively for a period of at least 7 (Seven) years from the date of last entry recorded within the specific file according to Rule 54.9.2 of the Legal Practice Council Rules.

### **CROSS BORDER FLOW OF INFORMATION**

We reserve the right to transfer and share your personal information to individuals and/or Companies in foreign countries.

We will ensure that such jurisdictions have adequate levels of protection with regards to the protection of personal information or data legislation. If the foreign country that your personal information is transferred or shared to does not have substantially similar laws which provide for the protection of personal information, we will take the legally-required steps to ensure that your personal information is adequately protected in that Country.



In order to ensure the protection of your privacy and personal information when transferring and storing your personal information, we will only do so if we have your consent and are bound by contract.

## **SECURITY**

We take reasonable technical and organisational measures to secure the integrity of retained information, using accepted technological standards to prevent unauthorised access to or disclosure of your personal information, and protect your personal information from misuse, loss, alteration or destruction.

We review our information collection, storage and processing practices, including physical security measures, from time to time in order to keep up to date with the industry best practice.

We cannot guarantee that our security considerations are 100% foolproof, even by taking into account the above measures when processing Personal Information.

## **DIRECT MARKETING**

KVN Inc. may send marketing and promotional communications and/or material to persons.

You may refuse to accept, require us to discontinue, or pre-emptively block any approach or communications from us if that approach or communication is primarily for the purpose of direct marketing.

You may opt out of receiving direct marketing communications from us at any time by requesting us (in the manner set out in the communication or by contacting us at the contact details set out below) to stop from initiating any direct marketing to you.

## **DATA SUBJECT RIGHTS**

Data Subjects have the right to access, amend or delete personal information that is within our possession, our offices may legally refuse or decline such requests.

A Data Subject may have the right to object to KVN Inc.'s processing of their personal information and if applicable file a complaint with the Information Regulator of South Africa.

## **Keeping Personal Information Current and Correct**



Where required by applicable law, we take reasonable steps to ensure that your personal information is accurate, complete, not misleading and up to date.

Clients are advised to notify our offices in writing in the event of any changes in respect of the Personal Information occurring.

### **Access to your personal information**

At any time, you may review or update personally identifiable information that we hold about you.

To obtain a copy of any information that is not provided on our website you should contact us to make that request.

After receiving the request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you.

### **Removal of your information**

If you wish us to remove personally identifiable information, you should contact us to make your request. However, this may limit the service we can provide to you.

### **Consent and Objections**

In providing your consent for the processing of personal information by us, you have the right to withdraw the consent at any time with future effect.

However, to the extent necessary, the withdrawal of the consent does not affect the lawfulness of processing based on the consent before its withdrawal. If the consent is withdrawn, we may only further process the personal information where there is another legal ground for the processing.

You may object to the processing of your personal information at any time by writing to the contact details provided below or by using the opt-out mechanism provided in the respective communication you received.

### **Verification of your information**



When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

## **COOKIES**

KVN Incorporated makes use of Third party cookies on our website, for more information, kindly refer to our Cookies Policy.

## **LINKS TO OTHER WEBSITES**

This privacy policy applies only to our Firm and not to other websites or applications operated by third parties. We may provide links to other websites and applications which may be of interest to you.

We are not responsible for the privacy practices and/or policies of such other websites or applications.

## **GOVERNING LAW**

South African law applies to this Privacy Policy and any dispute or claim arising from this Privacy Policy.

## **CHANGES TO THIS PRIVACY POLICY**

We reserve the right to change the terms of this privacy policy at any time.

If there are material changes to this privacy policy or in how we will use your personal information, we will notify you by prominently posting a notice of such changes on our website, or by sending you an email.

We encourage you to review this policy whenever you access and/or use our Website.

## **DISCLAIMER**

The use of our Website is at your own risk. If any risk or loss arises from the use of our Website and or dependency on information on our Website, you will take responsibility.

We take all reasonable steps to make sure any information and/or content on our Website and is correct and clear. However, we make no representations or warranties (express or implied) as to the functionality, standard, availability, accessibility, and accuracy of our



Website or any correctness of content and information of our Website. We will not be bound if any representations or warranties are made on our Website or by our representatives.

If any damage, loss or expenses (direct or indirect), whether consequential in nature, arising out of or in connection with your access and use of the Website, we will not be liable unless otherwise provided by law.

### **GENERAL**

If any provision of this Privacy Policy is judged to be illegal, void or unenforceable due to applicable law or by order of a court of a competent jurisdiction the offending provision shall be deemed severable from the remaining terms of this policy and deleted. The unaffected portions of this Policy will continue to be in full force and effect and the remainder of the provisions will not be prejudiced.

If we or you do not enforce any right in terms of this Policy, it will not constitute a waiver of that right.

### **CONTACT INFORMATION**

If you have questions or concerns regarding this privacy policy, wish to lodge an objection or withdraw your consent, or if, for some reason, you believe we have not adhered to this privacy policy, please contact us by e-mail at [goolam@kvnlaw.co.za](mailto:goolam@kvnlaw.co.za).