

## PRIVACY POLICY

### 1. Information we collect:

#### 1. Account: Name, address, contact details and ID number

- On the add member, sign up and add prospect pages
- It is required in order to become an active member at a facility
- Your facility uses this information for billing & collection, shipping, accounting, tax, shop administration and communication purposes
- We may use this information to enforce our legal rights
- It is stored at our hosting provider who is located in South Africa
- Your facility may share it with professional service providers like accountants and legal practitioners
- Your facility may process this information in other ways as set out in the contract you have signed with them.
- It is shared only with facilities where you are/were an active member
- We retain this information as long as you use our products or services and for at least one year after you are no longer an active member at any of our facilities and have not participated in any events as required by the Electronic Communications and Transactions Act 25 of 2005
- If there are support queries on your account your information may be viewed by our employees
- Our employees will only use your information to resolve these queries and will not save, duplicate or distribute your information
- All financial details are kept for 5 years after tax submission as required by the Tax Administration Act 28 of 2011

#### 2. Bank Details: Account number, Branch Code and Account owner

- On the Add member, Sign up or Register for debit order pages, when you register for debit order.
- It is required so your facility can run debit orders against your account.
- It is stored at our hosting provider who is located in South Africa
- It is shared only with facilities where you are/were an active member
- If there are support queries on your account your information may be viewed by our employees
- Our employees will only use your information to resolve these queries and will not save, duplicate or distribute your information
- we retain this information as long as you use our products or services and for at least one year after you are no longer an active member at any of our facilities and have not participated in any events as required by the Electronic Communications and Transactions Act 25 of 2005

#### 3. Financial information

- You financial history at a facility is only shared with the facility to which the financial history is applicable
- If there are support queries on your account your information may be viewed by our employees
- Our employees will only use your information to resolve these queries and will not save, duplicate or distribute your information
- We do not have access to your credit card information, it is collected by your facility's payment gateway provider for billing purposes.
- You may lodge a request to identify your facility's payment gateway provider.

#### 4. Website usage information

- Including how and when you use our website, products and services; your IP address; and cookie data
- Throughout our website
- It is collected automatically
- To limit the number of submissions you can make to our site,
- To protect our site from security threats, and
- To help us to improve user experience

- It may be stored in Cookies on your computer (you may disable cookies in your browser but you will no longer be able access our system)
- If there are support queries or security discrepancies on your account your information may be viewed by our employees.
- Our employees will only use your information to resolve these queries and will not save, duplicate or distribute your information unless necessary for legal purposes
- It is stored at our hosting provider who is located in South Africa
- We retain this information indefinitely
- Our website uses Google Analytics which is a web analysis service provided by Google.
  - Google automatically collects Cookie and website Usage Data and uses it to track and examine the use of our software, to prepare reports and share them with other Google services.
  - Google does not associate your IP address with the usage information it collects.
  - Google may use the data collected to contextualize and personalize the ads of its own advertising network.
  - Google is based in the US and is certified under the EU-US Safe Harbor agreement.
  - Google's privacy policy is here
  - You may opt out of Google analytics by following these directions

**5. Miscellaneous information: Event, class attendance and fitness information**

- When and where you attended classes and/or events
- Details of your fitness levels including benchmarks and body stats
- In our software products and services
- In order to provide you with relevant information regarding your progress
- It is stored at our hosting provider who is located in South Africa
- We do not share this information but you are able to share it to social media from our software, we share your benchmarks on a national leader board if your facility has confirmed them.
- we retain this information as long as you use our products or services and for at least one year after you are no longer an active member at any of our facilities and have not participated in any events as required by the Electronic Communications and Transactions Act 25 of 2005

**2. Information security**

- We employ a variety of security measures to safeguard your personal information including authentication, encryption (salting, hashing and SSL), brute force protection and sound software security practices.

**3. Right to access and rectify your information**

- You may access and update your contact details by logging in to your account and accessing the My Profile page.
- You may remove your contact details from applicable facility newsletter mailing lists by unsubscribing with the link provided in the newsletter.

**4. Right to object**

- you have the right to object to our processing of your personal information in terms of POPI s11(3)
- You may object by contacting us using the contact details on our website <http://www.itensityonline.com>

**5. Right to complain**

- you have the right to lodge a complaint with the Information Regulator

## 6. Changes

- From time to time it may become necessary to make changes to this privacy policy. It is your responsibility to periodically check our website for any changes.

## 7. Intended usage

- Our website, products and services are intended for residents of South Africa, Zimbabwe, Namibia, Zambia and Botswana only.

## 8. Legal Capacity

- You acknowledge that you have the legal capacity to use our website, products and services.

## 9. Right to review access to you information

- You have the right to review who has accessed your information, when they accessed it and for what reason, you can request this by contacting us using the contact details on our website <http://www.itensityonline.com>
- We will notify you if your information has been accessed by a third party or if there have been any security breaches as is required by the Protection of Personal Information Act ("POPI")

## 10. Right to request removal of information

- You have the right to request the removal of your information as is required by the Protection of Personal Information Act ("POPI"). You can request this by contacting us using the contact details on our website <http://www.itensityonline.com>,
- The Removal will only commence if it is not in contravention of other legal acts.

You may save or print this documentation, available on our website, by right-clicking and selecting 'Save As' or 'Print' respectively.

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Yours Sincerely,



Jaco van der Merwe  
Managing Director

