

PRIVACY NOTICE AND PRIVACY POLICY

This Privacy Policy describes the ways that UnboxSA Logistics services CC (hereinafter referred to as "UnboxSA") collects, uses, protects, transfers, and discloses information that you provide to us, that we collect, or that we receive through our website, located at www.Unbox-SA.com (the "Website").

This Privacy Policy also describes the measures we take to safeguard the personal information (defined below) you provide to us. In addition, we tell you how you can ask us to (i) access or change the personal information we maintain about you, (ii) withdraw consent you previously provided to us, (iii) refrain from sending you certain communications, and (iv) answer questions you may have about our privacy practices. This Privacy Policy was last updated on 10 September 2024.

Philosophy

UnboxSA is dedicated to protecting the privacy of your personal information. "*Personal information*" means any information relating to an identified or identifiable natural person, including but not limited to information about you by which you may be personally identified, for example, your name, address, email address, IP address (in some jurisdictions), telephone number, age, gender, date of birth, account numbers, VAT/Tax ID, and financial and payment information. This Privacy Policy does not apply to the practices of companies that UnboxSA does not own or control, or to people whom UnboxSA does not employ or manage, including any third party advertisers, service providers or other websites that may link to or be accessible from the Website.

Your Consent

By accessing or using the Website, you consent to this Privacy Policy. If you do not agree to the terms and conditions of this Privacy Policy, you may not use the Website.

Changes to This Privacy Policy

UnboxSA reserves the right to modify this Privacy Policy at any time and without prior notice. All changes to this Privacy Policy will be effective immediately upon being posted to the Website. We will notify you of any material changes to this Privacy Policy by conspicuously posting the changes on the Website. Each version of our Privacy Policy will be prominently marked with the date it was last updated. By continuing to use the Website after we change the terms of this Privacy Policy, you consent to those changes. It is your responsibility to periodically check the Website and this Privacy Policy for changes.

Information UnboxSA May Collect on the Website

We collect several types of information from and about you when you access and use the Website, including the following:

Non-Personal Information. When you visit the Website, we may collect non-Personal information about you automatically as you navigate through the Website via certain Internet technology tools, including cookies, web beacons, and other tracking technologies. "Non-Personal information" we may collect includes, for example, details about how you use the Website, what Website features you access, information regarding the type of browser and operating system that you use, what website you linked from to the Website, other websites you have visited, and other similar analytic data. Non-Personal information also includes Personal or non-Personal information that has been aggregated or anonymized/de identified in such a way that you cannot easily be identified individually. We may use third party service providers to assist us in collecting and analyzing non-Personal information or to provide advertisements or other content on the Website.

Personal Information. We may collect Personal information:

- (1) when you provide it to us directly, including through forms on the Website (including, for example, when you register for our service, purchase a membership, use our services, or otherwise);
- (2) when you send us an email or contact us and
- (3) from third-party service providers who assist us in collecting and analyzing Personal information.

The providers of third-party apps, tools, widgets and plug-ins on our Website also may use automated means to collect information regarding your interactions with these features. This information is subject to the privacy policies or notices of those providers, and UnboxSA is not responsible for these providers' information policies.

If you elect to post any information to publicly-accessible areas of the Website, you hereby grant to UnboxSA a perpetual, worldwide, irrevocable, fully-paid-up, royalty-free, nonexclusive license to use, reproduce, copy, modify, publish, distribute, perform, display, and create derivative works from such information (in whole or part) for any reason whatsoever.

How We Use the Information We Collect

We use Personal and non-Personal information:

1. To determine how much traffic the Website receives, to statistically analyze Website usage, to diagnose technical and service problems, to improve Website content, to customize the

Website's content, layout and services, and to otherwise provide the Website to you and other users;

2. To process payments and complete transactions;
3. To provide you with information regarding transactions or to otherwise contact you regarding administrative notice and communications related to your use of the Website;
4. To send an initial, one-time greeting, to send you notices with respect to receiving and shipping your packages, to occasionally email you notifications of any announcements at UnboxSA, and to send newsletters or special offers to members if you have requested that service;
5. To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection;
6. To fulfill the purpose for which you provide it;
7. To comply with applicable legal requirements and our policies;
8. As otherwise may be disclosed at the point of collection; and
9. For any other purpose with your consent.

We do not sell, rent, or loan our email lists to outside firms.

We may retain the content of any emails or messages you send us, and your name, your email address, and our response in order to handle any follow-up questions you may have. We may also use this information to measure how effectively we address your concerns.

Information Sharing and Disclosure to Third Parties

Non-Personal Information. Because non-Personal information does not identify who you are, we may share or disclose such information without restriction. For example, we may share or disclose non-Personal information with our affiliates, suppliers, employees and agents, other businesses, and the government.

Personal Information. UnboxSA may share or disclose your Personal information:

1. To affiliated companies or other trusted businesses or persons who work on behalf of or with UnboxSA. UnboxSA may use third party service providers to host the Website or perform other Website functions, to help UnboxSA administer our business, or to communicate with you about offers or other information relevant to your relationship with UnboxSA. For example, we may provide your payment and financial information to third party service providers to process your payments and complete your transactions. All such third parties are

subject to confidentiality obligations and are contractually obligated to maintain adequate security measures to protect your information;

2. In response to subpoenas, to law enforcement or government officials for any reason, court orders, regulatory requests, or legal process, or to establish or exercise our legal rights or defend against legal claims;
3. If UnboxSA believes it is necessary or appropriate to share information in order to investigate, prevent, or take action regarding suspected illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, or as otherwise required by law;
4. To enforce or apply this Privacy Policy, the Terms and Conditions, or other contracts with you or with third parties, including for billing and collection purposes;
5. With a potential acquirer or buyer, if UnboxSA becomes involved in a merger, acquisition, divestiture, restructuring, reorganization, dissolution, or any form of sale of some or all of its assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding;
6. To fulfill the purpose for which you provide it;
7. As otherwise may be disclosed at the point of collection; and
8. For any other purpose with your consent.

UnboxSA will not share or disclose your Personal information except in accordance with this Privacy Policy without providing you with notice.

Transfer of Personal Information

We may transfer the Personal information we collect about you to countries other than the country in which the information originally was collected. Those countries may not have the same data protection laws as the country in which you initially provided the information. When we transfer your information to other countries, we will protect that information as described in this Privacy Notice and in accordance with applicable law. We use contractual protections for the transfer of Personal information among various jurisdictions.

Cookies

You may be able to disable cookies or other tracking technologies through which we collect information about you by adjusting your browser preferences on your computer; however, doing so may limit your ability to take advantage of all of the features of the Website.

UnboxSA does not control the cookies or other tracking technologies used by third parties, including our service providers. You should contact those third parties if you have questions or concerns regarding their use of cookies or other tracking technologies.

Your Choices

Upon written request and verification of your identity, we will provide you with your Personal information in our possession. You may request such information by contacting us as described below. You may also update or correct your Personal information in our possession by contacting us as described below.

Access, Correction and Deletion

Subject to applicable law,

- (i) you may obtain a copy of certain Personal information we maintain about you or update or correct inaccuracies in that information through your UnboxSA account on UnboxSA
- (ii) you may have the right to obtain access to Personal information we maintain about you; or
- (iii) for certain Personal Information we hold about you to be deleted. Please note that if you request we delete your information, that deletion may not happen immediately. We may retain your Personal information subject to our reasonable business or legal requirements to do so, including, for example, to comply with requests from law enforcement.

In each case you can contact us to exercise these rights as indicated in the "Contact Us" section of this website. To help protect your privacy and maintain security, we will take steps to verify your identity before granting you access to the Personal information. In addition, if you believe that Personal information we maintain about you is inaccurate, subject to applicable law, you may have the right to request that we correct or amend the information by contacting us as indicated below.

Links to or from Third Party Websites

You may have the opportunity to follow a link to other websites that may be of interest to you from this Website. UnboxSA endeavors only to link to reputable organizations related to your areas of potential interest, but these websites may not be hosted or controlled by UnboxSA and UnboxSA is not

responsible for the privacy practices of those websites or the content provided thereon. Please review the privacy policies and practices of those websites before following such links.

Our website may contain affiliate marketing links, which means we may be paid commission on sales of those products or services. UnboxSA is not responsible for those products or services or the privacy practices of those affiliates; you should contact those affiliates directly if you have questions or concerns about their privacy practices, products, or services.

Security

UnboxSA takes security measures designed to protect against unauthorised access, alteration, disclosure, or destruction of your Personal information. These measures include internal reviews of UnboxSA's practices and security measures, including a review of UnboxSA's encryption and physical security measures to guard against unauthorized access to systems where UnboxSA stores Personal information. Due to the nature of the Internet and online communications, however, we cannot guarantee that any information transmitted online will remain absolutely secure or confidential, and we are not liable for the acts of third parties, such as hackers who circumvent our security and privacy measures. The security of your Personal information also depends on you. You are responsible for maintaining the confidentiality of your username, suite postal number, password, and other login credentials. UnboxSA recommends that you do not share that information with third parties. We also recommend that you be careful not to post any Personal information in public areas of the Website, such as the Blog, as that information may be viewed by other users or third parties that you do not know.

Children Under the Age of 18

UnboxSA is committed to protecting the privacy of children. UnboxSA does not knowingly collect Personal information from children under the age of 18. If you are under 18, you may not use or provide any information to us through the Website. If a child under 18 provides us with Personal information without parental or guardian consent, the parent or guardian may contact us as described below, and we will remove the information.

Contact Us

If you have any questions regarding this Privacy Policy or our privacy practices, please contact us at: <https://www.UnboxSA/about/contact/>.

Information We Obtain

We process names, email addresses and telephone numbers of others to whom we are asked to send information on the assumption that the person who provided the information obtained it in accordance with applicable law. If this assumption is incorrect, please do not ask us to send information to third parties on your behalf.

We may need certain of your Personal information in order to provide services, such as street addresses to deliver packages, or to use our website or our apps, such as your IP address. In addition, we may be required by law to collect certain information, such as whether a package contains hazardous materials. Where such information is so required, we may be unable to provide you with our services unless you provide us with this information.

In accordance with applicable law, we may obtain your consent separately before collecting information by automated means using cookies or similar devices.

How We Use The Information We Obtain

The legal bases for which we collect, use, transfer or disclose your Personal information include

- (i) the performance of the contract we have with you,
- (ii) marketing, improvement of our services and other legitimate business interests,
- (iii) compliance with a legal obligation, and
- (iv) the protection of yours and others' vital interests. The corresponding purposes for which we process your Personal information are systematically included in the "How We Use the Information We Collect" section in the Privacy Notice above.

We may process your Personal information based on your consent, where required by law, particularly in relation to additional services we provide, including providing information to you through direct marketing. If we request your consent, we will inform you of the intended purposes for which your information will be processed. You are free to withdraw your consent at any time, but please note that if you choose to withdraw your consent, you may not be able to participate in or benefit from our programs, services and initiatives for which you provided consent. We also may use the information we obtain about you in other ways, but limited to those for which we provide specific notice at the time of we collect your Personal information.

Data Retention

Your Personal information will not be stored for longer than is necessary to achieve the purposes for which it was collected or as required under applicable retention policies and/or in accordance with applicable law. Our retention policies reflect local statute of limitation periods, law enforcement obligations, and national statutory obligations of UnboxSA.

Your Personal Information Rights

In addition to the right to access and correction, as specified above (under "Access, Correction and Deletion" in the main body of this Notice), you have

- (i) the right to request the transmission of the Personal information you have provided to us to you or another company,
- (ii) the right to object to any uses or disclosures of your Personal information,
- (iii) the right to withdraw your consent in relation to our processing of your Personal information based on your consent,
- (iv) the right to request deletion of your Personal information, subject to the limitations on this right as referenced under "Access, Correction and Deletion" above, and
- (v) the right to request that we restrict processing of your Personal information, in each case in accordance with applicable law.

You may exercise these rights free of charge unless the request is unfounded, excessive, or otherwise unreasonable, for instance because it is repetitive. In some situations, we may refuse to act or may impose limitations on your rights, as permitted by law. Before UnboxSA is able to provide you with any information or correct any inaccuracies, we may ask you to verify your identity and/or provide other details to help us respond to your request. For the exercise of your rights, please contact us using the contact information provided above in the "How to Contact Us" section.

To exercise any of the rights in this section in relation to your Personal Information, please contact us at <https://www.UnboxSA/about/contact/>.