

# **PRIVACY POLICY**

**Prepared in terms of Protection of  
Personal Information Act No.4 of 2013**

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## INTRODUCTION

This privacy policy has been compiled to provide detail to those who are concerned with how their 'Personally Identifiable Information' (PII) is being used by Vocorp Trading (PTY) LTD trading as CourtWorks. PII is described as information that can be used on its own or with other information to identify, contact or locate a single person or to identify an individual in context.

We collect personal information in the normal course of performing our duties as a data operator.

## COLLECTION

We may collect personal information in the following ways:

- By collecting your publicly available information from public records;
- By registering for one of our services;
- By other companies or individuals to which you have given your permission to share your personal information with us;
- By contacting our company via the telephone;
- By corresponding with us via email;
- When we are required to do so by law.

We may make use of your personal information in the following ways:

- To provide data to a registered Credit Bureau;
- To verify your details;
- To provide you with our services;
- To acquiesce to your requests or enquiries;
- To make changes to our processes by analysing the data for trends;
- To personalize your experience and to allow us to deliver the type of content and product offerings in which you are most interested;
- To improve our website, mobile apps and bots in order to better serve you;
- To allow us to better service you in responding to your customer service requests;
- To administer a contest, promotion, survey or other site feature;

## PROTECTION

We protect your information in the following ways:

- All personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems (Support Staff and Technical Support) and are required to keep the information confidential.
- In addition, all sensitive, credit and personal information is encrypted via Secure Socket Layer (SSL) technology.
- We implement a variety of security measures when a user enters, submits, or accesses their information to maintain the safety of your personal information.

- Proper and secure authentication is required to access any information contained in our database.

## **COOKIES**

Do we use 'Cookies'?

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information.

For instance, we use cookies to help us to help you remember where you last left off on our website or mobile apps, like in the registration process, when you exited our service and come back later to continue your registration.

They are also used to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services.

We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

We use cookies further to:

Understand and save user's preferences for future visits.

Compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future. We may also use trusted third-party services that track this information on our behalf.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings.

Since browser is a little different, look at your browser's Help Menu to learn the correct way to modify your cookies

If you turn cookies off, some features will be disabled. It won't affect the user's experience that make your site experience more efficient and may not function properly.

## **THIRD-PARTY DISCLOSURE**

We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information unless users request this on their behalf. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or serving our users, so long as those parties agree to keep this information confidential. We may also release information when it's release is

appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property or safety.

### **THE LAW**

CourtWorks complies with all applicable laws relating to the collection of personal information and the protection thereof.

### **EMAIL ENQUIRIES FEEDBACK**

Your e-mail correspondence with CourtWorks is retained for tracking and auditing purposes and will not be used for any secondary purpose such as sending unsolicited e-mail or SPAM.

### **BANK ACCOUNT INFORMATION**

This personal information is only used to issue you with invoices in terms of any agreement concluded with us.

### **RETENTION**

CourtWorks retains personal information for as long as it is necessary with regards to the purpose for which it was collected. Once any personal information is no longer necessary to be retained, it is destroyed.

### **QUERIES**

Should you have any queries regarding this privacy policy, please email [info@courtworks.co.za](mailto:info@courtworks.co.za).