

Last updated: 20/06/2021

1. Introduction

At Nameless, we prioritize the protection of your privacy and strive to manage your Personal Information in a responsible, lawful, and transparent manner. This Privacy Notice outlines our practices regarding the collection, use, and disclosure of your personal information under the Protection of Personal Information Act, 2013 (POPI Act).

When we refer to "**our**," "**us**," "we," or "**company**" in this Policy, we are referring to **Nameless**, also known as **NAMELESS**, its subsidiaries, affiliates, shareholders, and any associated companies and related businesses.

This Data Privacy Policy applies to all individuals who interact with **Nameless**, including, but not limited to:

- Visitors to our website www.nameless.world
- Visitors to our physical site or events or prospective Clients/Customers/Members
- Employees and prospective employees including permanent, temporary, or contract employees)
- Third parties and suppliers
- Investors

All the above are collectively referred to as "you" or "**Data Subjects.**"

In cases where we process personal information on behalf of our clients, there may be additional privacy requirements specified in the contractual agreement between our company and the client. By submitting your personal information to us, you are considered to have given your permission, as necessary and appropriate, for the disclosures mentioned in this Data Privacy Policy.

If you do not agree with these terms, you may choose not to use our website or services where personal detail is required to perform activities in line with our services to you and standard business operations.

We reserve the right to modify, add, or remove certain sections of this Data Privacy Policy at any given time. We encourage you to visit or request this policy continuously to keep updated with our data privacy terms.

2. Who We Are

NAMELESS is a proudly South African and is an agency that provides Virtual Professional Assistants. Our team is dedicated to offering top-notch virtual support to meet the diverse needs of businesses and individuals. Whether it is administrative tasks, scheduling, data entry, customer service, or any other professional support, our skilled assistants are here to help streamline your operations and boost productivity.

We are an enthusiastic, dynamic, innovative team and are committed to our customers.

At **NAMELESS**, we believe that long-term partnerships, good business ethics, and customer-centric thinking are the keys to our success.

The **NAMELESS** Virtual Professional Assistant website offers a range of services designed to enhance efficiency and productivity for businesses and individuals.

3. Collection of Personal Information

We collect and process your Personal Information to provide you with access to our services and products; as well as to help us improve our offerings to you and for certain other purposes explained below.

The type of information we collect will depend on the purpose for which it is collected and used. We will only collect information that we need for that purpose.

On our website and other digital platforms, you may be requested to provide certain Personal Information (including, but not limited to, your name and contact details). Such information may be collected in the following manner:

- Our "Contact Us" submission form.
- Our newsletter sign up form. (if applicable)
- Our "Data Request" submission form
- Cookies
- Digital "Sign in" or Registration forms.
- Adhoc generated "Data Collection" forms.

As part of our business operations, we may collect your Personal Information in line with industry standards, lawful regulations and for the

ability to offer our products and services. Such information may be collected in the following manner:

- Manual forms for site check in and disclosures.
- Biometrics for security identifiers
- Hardcopy Agreements and Documents for contractual obligations and acceptance.
- Emails and other communication platforms
- Voluntary enquires and/or disclosures of personal information.
- Publicly recorded and accessible Personal Information.

3.1 Consent

Apart from the consent provided and as required by applicable law, we will also, but not exclusively, provide a disclaimer or platform to provide explicit consent where there is a first point of data collection. This will be provided on the document or platform where the data is first entered.

3.2 Purpose for collection

We will use your Personal and Non-Personal Information only for the purposes for which it was collected or agreed with you, for example:

- To confirm and verify your identity or to verify that you are an authorised customer for security purposes.
- To conduct our obligations arising from any contracts entered between you and us.
- To notify you about changes to our service
- For market research purposes
- To assist with business development
- For the detection and prevention of fraud, crime, or other malpractice
- To conduct market or customer satisfaction research or for statistical analysis
- For audit and record-keeping purposes
- In connection with legal proceedings
- We will also use your Personal Information 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.
- For monitoring and auditing site usage
- Evaluate the use of the site, products, and services.
- Analyse the effectiveness of our advertisements, competitions, and promotions.
- Personalise your website experience, as well as to evaluate (anonymously and in the aggregate) statistics on website activity, such as what time you visited it, whether you have visited it before and what site referred you to it.
- Make the site easier to use and to better tailor the site and our products to your interests and needs.
- Help speed up your future activities and experience on the site. For example, a site can recognise that you have provided your Personal Information and will not request the same information a second time.

- Collect information about the device you are using to view the site, such as your IP address or the type of Internet browser or operating system you are using, and link this to your Personal Information to ensure that the site presents the best web experience for you.
- To contact you regarding products and services which may be of interest to you, provided you have given us consent to do so or you have previously requested a product or service from us, and the communication is relevant or related to that prior request and made within any timeframes established by applicable laws.
- Suggest products or services (including those of relevant third parties) which we think may be of interest to you.
- Offer you the opportunity to take part in competitions or promotions.
- You can opt out of receiving communications from us at any time. Any direct marketing communications that we send to you will provide you with the information and means necessary to opt out.
- To respond to your queries or comments
- Where we collect Personal Information for a specific purpose, we will not keep it for longer than is necessary to fulfil that purpose, unless we must keep it for legitimate business or legal reasons. To protect information from accidental or malicious destruction, when we delete information from our services, we may not immediately delete residual copies from our servers or remove information from our backup systems.

3.3 Cookies

As many other websites, we use “cookies” (or other types of tracking software) to help us gather information from visitors to our website about you, which is not personally identifiable. For example:

- The IP address from which you access the site.
- The type of browser and operating system used to access the site.
- The date and time of your access to the site
- The pages you visit.
- The internet address of the website from which you accessed the site.

A cookie is a small data file that our server sends to your browser when you visit the site. The use of cookies helps us to assist your use of certain aspects of the site. You can delete cookies at any time, or you can set your browser to reject or disable cookies. If you do disable cookies some functions on the site may not work correctly.

No information which personally identifies you will be collected through cookies. You can obtain information about how to manage cookies at www.allaboutcookies.org.

Third parties (including, but not limited to, software providers, advertisers, and ad placement agencies) may also use tracking technologies by or

through the site. We have no responsibility or liability for any tracking, data collection or other activities of such third parties.

4. Storage

We may keep your Personal Information in either electronic or hard copy form. In both cases, we take reasonable and appropriate steps to ensure that the Personal Information is protected from misuse and loss and unauthorized access, modification, or disclosure.

Moreover, we will only keep your Personal Information for as long as is necessary to fulfil the purposes described in this Website Privacy Policy, unless you have permitted us to keep it longer or we are otherwise legally permitted to do so.

5. Disclosure

We are not in the business of selling Personal Information and therefore we will not disclose your Personal Information to anyone except as provided in this Website Privacy Policy.

5.1 Third Party Disclosure

We may disclose your personal information to our service providers who deliver products or services. We have agreements to ensure they comply with these privacy terms.

We may disclose your Personal Information to third parties where required by law, where it is necessary to give effect to a contract with you, or where we have a legitimate interest in doing so. These are some of the instances where we may share your Personal Information with third parties, who may include:

- Other subsidiaries and entities of **Nameless**.
- Our website hosting and software development partners, as well as other third-party service providers assist us with operating this website.
- Researchers and analytics providers; and
- Third parties as required by law.

Should there be a sale, merger, consolidation, change in control, transfer of substantial assets, reorganization, or liquidation of our company, we may transfer your information to third parties involved in the sale, merger, consolidation, change in control, transfer of substantial assets, reorganization, or liquidation. By providing any Personal Information to us, you fully understand and consent to the fact that we may transfer such Personal Information in these cases.

Note: When we share Personal Information with these third parties, we will require them to honour this policy, to the full extent required by applicable law.

5.2 Mandatory Disclosure

We may disclose your Personal Information if permitted by law or required to do so by law or where we believe such action is necessary to protect or defend our interests or the interests of our clients or users of our site. Such instances can include disclosing your Personal Information to the following:

- To regulators as law or governmental audit requires.
- Law enforcement as a subpoena or court order requires; or
- Other third parties as applicable law requires.
- Where we believe it is necessary to protect our rights.

6. Security

We are legally obliged to provide adequate protection for the Personal Information we hold and to stop unauthorized access and use of personal information. We will, on an ongoing basis, continue to review our security controls and related processes to ensure that your Personal Information is secure.

- Our security policies and procedures cover:
 - Physical security.
 - Computer and network security.
 - Access to personal information.
 - Secure communications.
 - Security in contracting out activities or functions.
 - Retention and disposal of information.
 - Acceptable usage of personal information.
 - Governance and regulatory issues.
 - Monitoring access and usage of confidential information.
 - Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy, and confidentiality obligations on them to ensure that the Personal Information that we remain responsible for, is kept secure.

We will ensure that anyone to whom we pass your Personal Information agrees to treat your information with the same level of protection as we are obliged to.

7. Data Subject Rights

As a Data Subject of **Nameless**, you have the right and responsibility to ensure that the Personal Information we hold about you is accurate. In the absence of evidence to the contrary, we will assume that the information you provided to us is accurate. At your request, where the law requires us to do so, you can exercise your Data Subject rights as per the following, subject to verification and validation of your identity:

- Request access to your Personal Information that **Nameless** holds about you as set out in our PAIA manual.
- Request rectification of your Personal Information that **Nameless** holds about you.
- Request erasure, as permitted by law, of your Personal Information that **Nameless** holds about you.
- Request restriction of processing of your Personal Information.
- Object to processing of Personal Information as permitted by law.
- Lodge a complaint as it pertains to the processing activities of your Personal Information.

To exercise any of the above you can complete our Data Request Form on our website: www.nameless.world

8. Disclaimer

The information, software, products, and services included in or available through the **Nameless** website may include inaccuracies or typographical errors. Changes are periodically added to the information herein.

Nameless and/or its suppliers may make improvements and/or changes to the **Nameless** website at any time. Advice received via the **Nameless** website should not be relied upon for personal, medical, legal, or financial decisions and you should consult an appropriate professional for specific advice tailored to your situation.

Nameless and/or its suppliers make no representations about the suitability, reliability, availability, timeliness, and accuracy of the information, software, products, services, and related graphics contained on the **Nameless** website for any purpose. To the maximum extent permitted by applicable law, all such information, software, products, services, and related graphics are provided “as is” without warranty or condition of any kind. **Nameless** and/or its suppliers hereby disclaim all warranties and conditions regarding this information, software, products, services, and related graphics, including all implied warranties or conditions of merchantability, fitness for a particular purpose, title, and non-infringement.

To the maximum extent permitted by applicable law, in no event shall **Nameless** and/or its suppliers be liable for any direct, indirect, punitive, incidental, special, consequential damages or any damages whatsoever including, without limitation, damages for loss of use, data or profits, arising out of or in any way connected with the use or performance of the **Nameless** website, with the delay or inability to use the **Nameless** website or related services, the provision of or failure to provide services, or for any information, software, products, services and related graphics obtained through the **Nameless** website, or otherwise arising out of the use of the **Nameless** website, whether based on contract, tort, negligence, strict liability or otherwise, even if **Nameless** or any of its suppliers has been advised of the possibility of damages.

Because some states/jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you. If you are dissatisfied with any portion of the **Nameless** website, or with any of these terms of use, your sole and exclusive remedy is to discontinue using the **Nameless** website.

9. Key Definitions

The POPI Act, which has more specific examples if you need them, can be found at the following

link: www.gov.za/documents/download.php?f=20436

10. Contact Us

If you have any queries about this notice or believe we have not adhered to it, need further information about our privacy practices, or wish to give or withdraw consent, exercise preferences, or access or correct your personal information, please contact us at the numbers/addresses listed on our website: www.nameless.world