



## **PRIVACY POLICY 2022**

This Privacy Policy governs the manner in which COMBI NATION PTY (LTD) T/A Combination, its subsidiaries and affiliates collect, use, maintain and disclose information collected from users of the [www.combination.co.za](http://www.combination.co.za) website ("Site") or when dealing with one of our team members in person to place an order. This privacy policy applies to all products and services offered by Combination in any channel such services are offered in.

### **PERSONAL IDENTIFICATION INFORMATION**

We may collect personal identification information from users in a variety of ways, including, but not limited to, when Users visit our site, register on the site or fill out one of our forms and in connection with other activities, services, features or resources we make available on [www.combination.co.za](http://www.combination.co.za). Users may be asked for, as appropriate, name, email address, mailing address, phone number, etc.

We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain site related activities.

### **NON-PERSONAL IDENTIFICATION INFORMATION**

We may collect non-personal identification information about users whenever they interact with our site. Non-personal identification information may include the browser name, the type of computer and technical information about users' means of connection to our site, such as the operating system and the internet service providers utilised and other similar information.

### **WEB BROWSER COOKIES**

Our Site may use "cookies" to enhance user experience. The user's web browser places "cookies" on their hard drive for record-keeping purposes and sometimes to track information about them. The user may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the site may not function properly.

## **HOW WE USE COLLECTED INFORMATION**

Combination collects and uses users personal information for the following purposes:

- To improve customer service;
- Your information helps us to more effectively respond to your customer service requests and support needs;
- To personalise user experience;
- We may use information in the aggregate to understand how our users as a group use the services and resources provided on our site;
- To improve our site;
- We continually strive to improve our website offerings based on the information and feedback we receive from you our customers;
- To process transactions.

We may use the information users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.

To send users periodic information they agreed to receive about topics we think will be of interest to them.

The email address users provide for order processing, will only be used to send them information and updates pertaining to their order. It may also be used to respond to their inquiries, and/or other requests or questions. If a user decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the user would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email or the user may contact us via our site.

## **HOW WE PROTECT YOUR INFORMATION**

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username and password (where applicable), transaction information and data stored on our site.

## **CHANGES TO THIS PRIVACY POLICY**

Combination has the discretion to update this privacy policy at any time. We encourage users to frequently check this page for any changes to stay informed about how Combination is helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

## **YOUR ACCEPTANCE OF THESE TERMS**

By using this site, you signify your acceptance of this policy and terms of service. If you do not agree to this policy, please do not use our site and contact one of our team members directly to assist you further. Your continued use of the site following the posting of changes to this policy will be deemed your acceptance of those changes.