

## Privacy Policy

Your right to privacy and security is very important to us. We, Team Synergy cc trading as InCredible People, treat personal information obtained through the use of the InCredible People website and app as private and confidential and are committed to providing you with secure access to our online services.

### **How we use the personal information we collect**

We need to collect personal or other information if we are to meet our obligations to you, to follow your instructions, to inform you of new services and to ensure that our business is geared towards your needs.

### **Use of technology to monitor your use of our website and / or app**

We gather and analyse information on our visitors' routine use of the InCredible People website and / or app. We use this information to monitor which areas of the website are most frequently visited, to assist us to continue developing a value-added service. This information is pooled so individual personal information, behaviour or patterns cannot be identified.

### **Registration**

To create an account on the InCredible People app, you must provide us with at least your email address and a password and agree to our Terms and Conditions of Use and this Privacy Policy, which governs how we treat your information. You understand that, by creating an account, we will be able to identify you by your InCredible People profile. We may also ask for your credit card or bank details to retrieve applicable service fees.

### **Customer Service**

When you contact our customer support services telephonically or by email, we will have to access your profile and other contributions to our services and collect the information we need to categorize your question, respond to it, and, if applicable, investigate any breach of our Terms and Conditions of Use or this Privacy Policy. We also use this information to track potential problems and trends and customise our support responses to better serve you. We do not use this information for advertising.

### **Push notifications**

Part of the functionality and viability of the InCredible People app includes sending push notifications to your mobile phone and / or tablet. These notifications are solely to remind and encourage continuation of the programme / course content for which you have registered and paid. They will continue only as long as the course for which you have opted into. If you no longer wish to receive these types of communications, you may turn them off at the device level.

### **Cookies**

On some parts of our website, we use so-called "cookie" technology. Cookie technology consists of small pieces of data or a small text file which is given to your browser by our webserver when you visit our website. This data is stored on your browser. The cookie is sent back to our webserver each time you visit our website. Cookies are not computer programmes and do not run on a computer like programmes do. They cannot gather information or function on their own. They cannot collect any personal information about you or your machine and cannot gather data or information about what you do on the Internet. Cookies merely enable us to provide a more valuable online experience to you. While you can set up your Internet browser to disable cookie technology, we do not recommend that you do this since some parts of this website and our online services may not function properly, or at all.

### **Mail, email or SMS promotions**

Provided that you have agreed to this, we may use your personal or other information to send you information on new services or products that may be of interest to you and from time to time will mail, email or SMS information to you about us, our products and services, or our partners and their products or services. If you do not wish to continue receiving this information you may contact us and we will remove you from our mailing list.

### **Third parties**

Whenever we commission other organisations to provide support services to us, we will bind them to our privacy policies as far as they may be required to have access to our customers' personal information to perform such services. Our website and / or app may contain links to or from other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the security or privacy practices employed by other sites. We recommend that you always read the privacy and security statements on such sites.

#### **When we will disclose personal Information without consent**

We will not disclose personal information to anyone outside our business without your permission unless:

- we are compelled to do so by law or in terms of a court order;
- it is in the public interest to do so;

#### **Testimonials and Advertisements**

If you provide any testimonials about our goods or services or place advertisements, we may post those testimonials and examples of advertisements you place in connection with our promotion of these services to third parties. Testimonials and advertisements may include your name and other personal information that you have provided.

#### **Storing personal information**

Personal information we collect via the website and / or app is stored in a secure environment and is not available to any person outside our business.

#### **Our security practices**

We are committed to providing secure online services. As such, all interactions with our transactional sites are protected through encryption that complies with international standards. Encryption is used to protect the transmission of your personal information when completing online application forms. Our Internet servers are protected by firewalls and intrusion detection systems. Access to information on these servers is restricted to authorized personnel only.

#### **Privacy and security statements applying to specific online services**

Different online services supplied may have their own privacy and security policies because the natures of their services or products demand a deviation from our general policy.

#### **Right to amend this privacy and security statement**

We reserve the right to amend this privacy and security statement at any time. All amendments to this privacy and security statement will be posted on the website. Unless otherwise stated, the current version shall supersede and replace all previous versions of this privacy and security statement.

#### **Promotion Of Access To Information Act 2/2000**

Any request for access to information should be addressed to the Information Officer:

Director

Team Synergy cc

P.O. Box 303, Hilton, KZN, 3290, South Africa

Telephone: +27 (0)82 454 3644

E-mail: [john@in-crediblepeople.com](mailto:john@in-crediblepeople.com)