

Website Terms of Use

Welcome to our website.

If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use; which together with our privacy policy govern SilverBridge Holdings Limited and its subsidiaries relationship with you in relation to this website.

Our registered office is at Castle Walk Corporate Park, Block D. Corner of Nossob & Swakop Street, Erasmuskloof, Pretoria, 0048.

If you disagree with any part of these terms and conditions of use, please do not use our website.

“We” or “us” or “our” refer to SilverBridge Holdings Limited, a South African registered company, registration number 1995/006315/06 and its subsidiaries namely; Rubix, Connect and Cirrus Managed Services (Pty) Ltd an authorised Financial Services Provider (FSP no. 47744).

The term “you” refers to you the user, browser or viewer of our website. The use of our website and the related products and/ or services shall be governed by and construed in accordance with the laws of the Republic of South Africa.

Should you apply for any products or services on this website, you consent and submit to the jurisdiction of the courts of the Republic of South Africa with regards to all proceedings, actions, applications instituted by either party against the other and in any way arising from any of the stated terms and conditions.

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While we have taken care to ensure that the content of this website is accurate and up to date, this website and the services accessible on this website are provided “as is” your use of any information, products or services on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

“We” reserve the right in our sole discretion to amend this website, the products, the information described on this website and the terms and conditions from time to time and you agree that you will review the terms whenever you visit our website for any such amendments.

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You may not without our expressed written consent distribute or commercially exploit the content.

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Every effort is made to ensure that this website is consistently up and running. However, we take no responsibility for, and will not be liable for the website being temporarily unavailable due to technical issues beyond our control.

From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

Unauthorized use of this website may give rise to a claim for damages and/or criminal offence.

PRIVACY POLICY

In this policy - “we” or “us” refer to SilverBridge Holdings Limited, a South African registered company, registration number 1995/006315/06 and its subsidiaries namely; Rubix, Connect and Cirrus Managed Services (Pty) Ltd an authorised Financial Services Provider (FSP no. 47744).

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We are unconditionally committed to protect your privacy and to keep your information confidential. We understand that all users of our web site are concerned that their data will not be used other than their intent and will not accidentally fall into the hands of a third party. Our policy is both specific and strict. It complies with the South African laws and with the laws of all jurisdictions of which we are aware. If you think our policy falls short of your expectations or that we are failing to abide by our policy, **do please tell us.**

If there are anything in our policy that you do not agree with we suggest that you leave our web site immediately.

Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

SilverBridge Holdings Limited may change this policy from time to time by updating this page. Please ensure that you review this page from time to time to ensure that you are familiar with the contents.

This updated policy is effective from 25 May 2018.

1. Business and personal information that we collect:

This includes basic identification and contact information that you may have captured when completing our online Contact Us section, such as your name, email address and contact number, type of query which includes all additional information given to us during the course of our business relationship.

We undertake to preserve the confidentiality of the information in terms of our relationship. It will not be used for any other purpose. We expect you to reciprocate this policy.

This information is used:

- to provide you with the services which you request;
- for verifying your identity for security purposes;
- for marketing, our services and products;
- information which does not identify any individual may be used in a general way by us or third parties, to provide class information, for example relating to demographics or usage of a specific page or service.

We keep information, which forms part of our business record for a minimum of six years. This is because we may need it in some way to support a claim or defence in court which may arise. This is also the period which our tax authorities prescribe.

2. What we do with your information:

We use the information to better understand your needs in order to respond back to you with the best possible solution to meet your needs.

Your information will be:

- retained for internal record keeping so that we can communicate with you.
- used to improve our products and services.
- used to send you promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

- used to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

3. Control, Review and Removal of your personal information:

You may choose to restrict the collection or use of your personal information in the following ways:

- when you complete a form on the web, look for a box that you can click to indicate that you do not want your information to be used for direct marketing purposes
- if you have previously agreed to us using your personal information for marketing purposes, you may change your mind at any time by:
 - Unsubscribing from the e-mail service
 - Sending us a message via www.silverbridge.co.za/contact/.
- If you believe that any information pertaining to you is incorrect or incomplete, please email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

4. Your domain name and e-mail address

This information is recognised by our servers and the pages that you visit are recorded. We shall not under any circumstances, divulge your e-mail address to any person who is not an employee or contractor of ours and who does not need to know, either generally or specifically. This information is used:

- to correspond with you or deal with you as you expect;
- in a collective way, and will not refer to any particular individual, for the purpose of quality control and improvement of our site;
- to send you news about the services to which you have signed up;
- to tell you about other of our services or services of sister web sites.

5. Information you post on our website

Information you send to us by posting to a forum or blog or in your advertisement, is stored on our servers. We do not specifically use that information except to allow it to be read, but you will see in our terms and conditions that we reserve a right to use it in any way we decide.

6. Website usage information

We may use software embedded in our website (such as JavaScript) to collect information about pages you view and how you have reached them, what you do when you visit a page, the length of time you remain on the page, and how we perform in providing content to you.

7. Note on padlock symbols and other trust marks

Many companies offer certification and an icon or other small graphic to prove to site visitors that the site is safe. Some certify to a high level of safety. Others are more concerned to take our money than to provide a useful service. We do not handle information about your credit card so do not subscribe to any such service.

8. Third party content

Our web site is a publishing medium in that anyone may register and then publish information about himself or some other person. We do not moderate or control what is posted. If you complain about any of the content on our web site, we shall investigate your complaint. If we feel, it may be justified, we shall remove it while we investigate. Free speech is a fundamental right, so we do not make a judgement as to whose right will be obstructed: yours, or that of the person who posted the content which offends you. If we think, your complaint is vexatious or without any basis, we shall not correspond with you about it.

9. Information we obtain from third parties

Although we do not disclose your personal information to any third party (except as set out in this notice), we do receive data which is indirectly compiled from your personal information, from software services such as Google Analytics and others. No such information is identifiable to you.

10. Content you provide to us with a view to be used by third party

If you provide information to us with a view to it being read, copied, downloaded or used by third parties, we accept no responsibility for what that third party may do with it. It is up to you to satisfy yourself about the privacy level of every person who might see your information. If it is available to all the World, you have no control whatever as to how it is used.

11. Cookies

Cookies are small text files that are placed on your computer's hard drive through your web browser when you visit any web site. They are widely used to make web sites work, or work more efficiently, as well as to provide information to the owners of the site. For further information, visit www.aboutcookies.org. You can set your browser not to accept cookies and the above website informs you how to remove cookies from your browser.

12. Sending a message to our support system

When you send a message, we collect the data you have given to us in that message in order to obtain confirmation that you are entitled to receive the information and to provide to you the information you need. We record your request and our reply in order to increase the efficiency of our business / organisation. We do not keep any personally identifiable information associated with your message, such as your name or email address.

13. Complaining

When we receive a complaint, we record all the information you have given to us. We use that information to resolve your complaint. If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and, if we do, what that information is.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

14. Job application and employment

If you send us information regarding a job application, we may keep it for up to three years in case we decide to contact you later.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep your file for six years before destroying or deleting it.

15. Marketing information

With your permission, we pass your email address and name to selected associates whom we consider may provide services or products you would find useful. You may opt out of this service at any time by instructing us at www.silverbridge.co.za/contact/.

16. Re-marketing

We may use re-marketing from time to time. This involves Google or some other supplier placing a tag or marker on your website in order to be able to serve to you an advert for our products / services when you visit some other website.

17. Affiliate information

This is information given to us by you in your capacity as an affiliate of us or a customer or client of ours. Such information is retained for business use only. We undertake to preserve the confidentiality of the information and of the terms of our relationship. It is not used for any other purpose. We expect any affiliate to agree to reciprocate this policy. As an exception to this, we have the right to disclose your first name and URL of your affiliate connection to other affiliates and to any other person or organisation, on and off site. The reason is solely to enable us to mention winners and others whose performance as an affiliate is in some way outstanding.

18. Disclosure to Government and their agencies

We are subject to the law like everyone else. We may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

19. Compliance with the law

This confidentiality policy has been compiled to comply with the law of every jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your country, we should like to hear from you, but ultimately it is your choice as to whether you wish to use our website.

20. Data may be “processed” outside South Africa

Our web sites are hosted in South Africa. We also use outsourced services in countries outside South Africa from time to time in other aspects of our business. Accordingly, data obtained within South Africa may be “processed” outside South Africa and data obtained in any other country may be processed within or outside that country.

EMAIL DISCLAIMER

Any e-mail, its contents and any file attachments transmitted are intended solely for the addressee(s) and may contain confidential proprietary information.

Access by any other party without the express written permission of the sender is unauthorised.

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