

## PRIVACY POLICY

### **If you provide feedback or review a trade**

When you contact a Nuru member you will be asked to provide feedback on your experience or to review your potential match. Collecting feedback helps us to monitor the service you receive from our members and to improve our service to consumers. Collecting reviews helps us monitor if our members continue to meet our high membership standards and provides information for other people who are looking for potential matches in each area. When a Nuru member contacts you to request feedback through email or text message via the Nuru platform, the instigating company remains the data controller of the information in that instance and Nuru acts as the processor. In all other instances where you provide information directly to Nuru, we are the data controller.

In order to make sure the reviews we receive are fair and genuine, we may ask you for the following personal information, *inter alia* Name, Email Address, Telephone Number, and specific information regarding your preferences. To protect against fraud, we will use this information to send a confirmation service message or to call you after you leave a review. Reviews are published at [www.nuru.africa](http://www.nuru.africa) . We only display your town name alongside your review, and you can request to have your review removed at any time.

We reserve the right to provide a copy of any reviews to the relevant member if they request it.

### **Data Storage**

If you have submitted a review or a complaint about a member, we will retain your personal information in line with our retention schedule. Some of the personal data linked to the review will be deleted at the end of the five-year retention period but the review or complaint and your name will be retained to maintain the integrity of our membership requirements and to protect the public. If you send a request via our platform asking a member to connect with you, we will retain some of the personal data provided. We might request feedback after your engagement with the member to improve our service and that of the member you contacted. If you would like to request

the deletion of your data please email [privacy@nuru.africa](mailto:privacy@nuru.africa) .Some of the data that we collect may be transferred to or stored at a destination outside your home jurisdiction. Transfers are done in compliance with applicable transfer safeguarding mechanisms.

### **Data sharing with third parties**

We will pass your information to a limited number of third parties for the following reasons:

- To enable us to deliver the services you requested.
- For legal or regulatory purposes including fraud prevention.
- If we buy or sell any business or company assets.
- For analytical purposes with other Nuru companies.

### **Marketing Consent**

If you have given your consent, we will use your details to tell you about other products and services that we think may be of interest to you through our newsletter and offers. We will not share your details with third parties outside of the Nuru group for marketing purposes.

You can change your mind at any time by contacting us using the details in the Contact Us section or sending an email to [privacy@nuru.africa](mailto:privacy@nuru.africa)

You can unsubscribe or change your preferences at the bottom of each email you receive from us. You can also opt-out of all text messages at any time.

If you would like to see the personal information that we hold about you, you can request a copy. If the information we hold about you is incorrect, you have the right to ask us to update or complete it.

### **Access to personal information**

If you believe your information is being processed without a legal basis, you can object or ask us to stop. In certain circumstances, you have the right to ask us to delete your information. If you decide to move away from us for any reason, you can also request for your personal data to be transferred to a new provider on your behalf.

To send a request to us you can send an email to [privacy@nuru.africa](mailto:privacy@nuru.africa)

You can also write to us at:

Chief Data Officer

Nuru Group  
20 Kathrine Street  
Sandton City  
Johannesburg  
South Africa

Email: [privacy@nuru.africa](mailto:privacy@nuru.africa)

We will not charge you for a copy of your personal data but we may ask you for proof of your identity before we disclose any information. We will respond within one month.

### **Contact us**

Our contact details are as follows:

Nuru Group  
20 Kathrine Street  
Sandton City  
Johannesburg  
South Africa

Email: [privacy@nuru.africa](mailto:privacy@nuru.africa)

### **Updates**

When changes are made to this notice the date released will always be listed below.

Date released: 31 May 2023