



TrustFactory (Pty) Ltd Privacy Policy

1. Introduction

This privacy policy details how we, TrustFactory (Pty) Ltd (Registration number 2017/285600/07) process your personal information. Personal information is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your personal information in accordance with the products and services we offer. Any third party including our partners and resellers that offers TrustFactory products and services is required to maintain a similar privacy policy, and we advise you to read the third party privacy policies.

2. What information do we collect?

We collect information from you when you:

- place an order for a TrustFactory digital certificate;
- apply for access to the managed service platforms;
- fill out a form for pre/post sales assistance; or
- open a support ticket.

TrustFactory is a Certification Authority and trusted third party. To fulfill requests for digital certificates, you may be asked to provide your name, email address, physical address, phone number, credit card information or organizational details, government issued unique identification number, or other personal information.

We treat your personal information as confidential, except the information entered into an issued digital certificate. Such information may be verified using third party commercial and government resources, and as such, is deemed to be public information.

3. What do we use your information for?

We collect your personal information:

3.1 To process applications for our products and services

Your information may be verified using third party commercial and/or government resources. Your information, will not be sold, exchanged, transferred, or given to any other company for any reason without your consent, other than for the purpose of delivering the purchased product or service requested and publication of your certificates.

3.2 To improve customer service

Your information helps us to more effectively respond to your pre/post sales requests and technical support needs.

3.3 To send renewal notices

The email address you provide for order processing may be used to send you renewal notices prior to your digital certificate expiration.

3.4 To send periodic emails

We will send you periodic company newsletters, new service updates, security updates, product or service related information, and status updates on maintenance windows or service availability.

4. Your rights and obligations

Our assurances apply to the entire TrustFactory network and to information collected for issuing our products and services.

- You must give your explicit consent to process your personal information.
- We use your personal information to identify you, verify your details and subsequently offer our digital certificate products and services to you and publication of your certificates.
- You can review your personal information that we hold and check it for accuracy.
- You can update and rectify your personal information by changing it on our website.

5. Retention

We will only keep your personal information for as long as is necessary to fulfil our obligations to you, unless you have given us permission to keep it longer or we are otherwise legally allowed to do so.

To meet public CA audit requirements as detailed in our Certification Practice Statement, personal information used to fulfill verification of digital certificate applications (including Log Data) will be retained



for a minimum of 7 years after certificate expiry.

We may retain your information either a physical or electronic format, depending on the class of product or service.

6. Updating your email preferences

You can unsubscribe from receiving future emails from us. We include our unsubscribe instructions at the bottom of each email.

7. Security

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information. All supplied sensitive information (like financial information) is transmitted via Secure Socket Layer (SSL) and then stored in our database to be accessed only by authorized individuals with limited access rights to our systems and who are required to keep the information confidential.

Your sensitive information, which includes card numbers and account numbers, will be kept on file to meet audit requirements and to facilitate renewals. Your credit card details are not stored on our systems. We use a reputable third party to:

- process credit card payments; and
- provide credit card numbers and financial information directly to the third party credit card processor.

Such information is shared securely.

8. Use of cookies

Our website uses cookies to enable the fulfillment of our services. Cookies may be used when you log onto our website to purchase products or use certain functions. Many websites use cookies and you can find out more about them at www.allaboutcookies.org.

9. Use of server logs for diagnostics or to gather statistical information

Our servers automatically record information (Log Data) created by your use of our services. Log Data includes information like your IP address, browser type, operating system, the referring web page, pages visited, your location, your mobile carrier, device and application IDs, search terms, and cookie information. We use this information to diagnose and improve our services.

10. Disclosure

We may share your personal information with third parties for the purposes of fulfilling our obligations to you, including with:

- other companies or divisions within our network;
- our contractors who help provide part of our goods and services; or
- third parties as required by applicable law.

In circumstances where information is shared with such third parties, they are required to agree to confidentiality terms. This prohibits such third parties from selling, trading, using, marketing or otherwise distributing our customer information.

11. Transfer

We may transfer your personal information outside of the country in which it was collected to a foreign country. You consent to us processing your personal information in a foreign country with less stringent data protection laws than the country in which it was collected.

12. Termination

Termination of your account does not mean your personal information has been deleted from our database. We will retain and use your personal information as necessary in order to comply with our legal obligations, resolve disputes, or enforce our agreements.

13. Relevant laws

We commit ourselves to protect the personal information you submit to us for our public certification services. We declare to fully respect all rights established and laid out in terms of South African laws for the protection of personal information and any other applicable law.



14. Contact us

If you have any questions or concerns arising from this privacy policy or the way in which we handle personal information, please contact us using the details below.

- Email to: info@trustfactory.net
- Phone: 27-11-8806103;
- Address: Block A, Rosebank Office Park, 181 Jan Smuts Avenue, Parktown North, Johannesburg, South Africa.