

Privacy Policy

Parsec (Pty) Ltd (“Parsec”) has developed a Secure Communications Platform and associated software applications (collectively the “Parsec SC”) primarily to serve the purpose of secure communications and information sharing.

This Privacy Policy should be viewed as our Terms of Trust, because in building and operating a secure communications platform, trust is essential to our mission.

We shape our practices accordingly and safeguard your privacy no less stringently than if it were our own.

We do not monitor any customer content.

We use service usage metadata in the course of providing and improving the Parsec SC, but we do not disclose content or metadata to third parties. To the extent that we are required to disclose confidential information by applicable law, we must and will comply. However, it is our policy to treat such requests with a high degree of scepticism and, subject to advice of legal counsel, resist them.

1. Scope

This Privacy Policy covers the collection, use, and disclosure of information by Parsec, including Personally Identifiable Information (“PII”).

2. Peer Use and Disclosure

Parsec SC is primarily used to facilitate communications among users. We do not monitor or constrain your use or disclosure of user generated content, identity and profile information, or device status information. Similarly, we do not constrain or monitor your peers’ use or disclosure of such information.

3. Parsec’s Use and Disclosure

In the course of using the Parsec SC, you may provide information, including PII that can be used to identify you and your devices. Some of this information may be provided manually by you, such as a verifiable email address or phone number. Other information is automatically sensed and used by the Parsec SC in the course of its normal operations, such as the IP addresses of your devices and presence status information.

If you choose to provide personally identifying information to Parsec such as your name, email address or phone number, the Parsec SC will make use of this information in the course of its normal operations. The Parsec SC also automatically generate and uses electronic addressing information that uniquely identifies you, including an account identifier, device identifiers, notification tokens and network addresses.

As a general rule, you should also be aware that, in the Parsec SC and in all Internet services, the content you create and your patterns of usage also create trails from which your identity might possibly be deduced.

At a technical level, some of this information is needed by the Parsec SC to establish and maintain ongoing secure communications between you, your devices and the Service. Other information, such as online user and device awareness, is further utilized to enable the full spectrum of Parsec SC's functionality and user experience.

4. We Do Not Disclose PII to Unaffiliated Third Parties, with Limited Exceptions

We will not disclose your PII to unaffiliated third parties without your express consent, except in the following limited circumstances:

- 4.1 Vendors. We may employ other companies to perform functions on our behalf, such as hosting or maintaining the Parsec SC App, providing services related to the Parsec SC, collecting information, or other functions necessary to our business. We may need to share your PII with these companies (collectively, "Vendors"). We will provide Vendors with only that information necessary to perform their functions, and we will not allow them to use your PII for any other purpose.
- 4.2 Legal. We will only release PII and/or non-PII to law enforcement officials if required to do so by law, such as in response to a court order, subpoena, or search warrant or equivalent.
- 4.3 Transfer of Information in the event of the sale of all or part of Parsec's business. Parsec is entitled to transfer to a third party information it collects, including any PII, in connection with a sale of the business entity responsible for the information under this Policy, or a sale of all or substantially all of its assets, provided the acquiring third party has agreed to safeguard your PII with protections that in all material respects are the same as, or more protective than, those set out in this Privacy Policy.

We do NOT disclose PII to third-party advertising companies. Many websites and apps share PII with advertisers for purposes of retargeting and behavioural advertising across websites and apps, we do not.

5. User Status Profile

In the course of using the product, the Parsec SC will maintain a system-wide user list containing information that others may use to generally recognize you and your availability. You understand and agree that your User Status Profile will be treated by the Parsec SC as public information and that Parsec does not guarantee confidentiality with respect to User Status Profile. You may optionally elect to provide information such as a name and a photograph for this User Status Profile, containing real or pseudonymous information at your discretion. So as to assist others in knowing when and how best to communicate with you, certain other device and network information is also automatically associated with your User Status Profile including, for example, online status awareness, which includes network, device, and other communication to help others contextually understand whether you're available to communicate. Parsec, by design, will selectively disclose your User Status Profile to other

Parsec users where we have a reasonable basis to believe that you have communicated with them before or have shared contact information with them.

6. Our Commitment to Data Security

Parsec uses industry best practices to prevent unauthorized access to your account and to conceal the content of network communications. We commit to staying diligent with regard to emerging threats and engineering best practices. Due to the evolving nature of Internet communications threats, however, we cannot provide, and therefore expressly disclaim, any assurances that the information you provide us will remain free from loss, misuse, or alteration by third parties who, despite our efforts, obtain unauthorized access.

7. Notification of Changes

From time to time, Parsec may change its Privacy Policy. In the event that we make changes, we will post notice of the new Policy from the privacy link on our website and mobile apps.

8. Contact Us

If you have any questions about this Privacy Policy, our practices with regard to Personally Identifiable Information, or your dealings with us, please contact us at hsidsupport@parsec.co.za