

**PRIVACY POLICY FOR HUAWEI CARES administered by
VIVA COVER (Pty) Ltd (“Viva Cover”)
FSP number: 42787**

1. What information do we collect?

The website, www.huaweicare.co.za, gathers navigational information about where visitors go on our websites. This information allows us to see which areas of the websites are most visited and helps us improve the quality of your online experience by recognizing and delivering more of the most desired features and services. Additional non-personally identifiable information (for example, domain type, browser version, service provider, IP address) may be collected, which provides information regarding the general use of the websites.

2. Contact us, help or feedback:

If you complete a general “contact us” on our websites, we may collect your name, email address, mailing address and any information that you provide in the text of your message. If you use the “contact us” feature of any of our websites, we may collect your name, title, organization, address, telephone number, fax number, email address and any information that you provide in the text of your message. The information collected in the “contact us” feature is only used to reply to visitors’ requests for information.

3. International users:

If you are visiting our websites from a location outside of the Republic of South Africa, your connection will be through and to servers located in South Africa.

4. What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

- To improve our website
 - We continually strive to improve our website offerings based on the information and feedback we receive from you.
- To improve customer service
 - Your information helps us to more effectively respond to your customer service requests and support needs.
- To administer a contest, promotion, survey or other website feature
- To send periodic emails
 - The email address you provide for order processing, may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc. Note: If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

5. How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you enter, submit, or access your personal information, or when your personal information is recorded by a call centre. We offer the use of a secure server and data storage facilities.

6. Do we use cookies?

Yes. Cookies are small files that a website or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the websites or service providers systems to recognize your browser and capture and remember certain information.

We use cookies to compile aggregate data about website traffic and website interaction so that we can offer better website experiences and tools in the future. We may contract with third-party service providers to assist us in better understanding our website visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

7. Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our website policies, or protect ours or other's rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

8. Third party links

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third-party websites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked websites. Nonetheless, we seek to protect the integrity of our website and welcome any feedback about these websites.

9. Online Privacy Policy Only

This online privacy policy applies only to information collected through our website and not to information collected offline.