

## Shell Privacy Policy

This is the Privacy Policy for the Mobile Motorist application. This Privacy Policy provides information on the processing of your personal information as a result of being (i) one of our customers, (ii) a user of the Mobile Motorist App (**App**) by Shell South Africa Marketing (Pty) Ltd or one of its affiliates (**Shell**).

This Privacy Policy may be changed over time. You are advised to regularly review the Privacy Policy for possible changes. This Privacy Policy was last changed on **12.01.2015**.

Unless otherwise provided in this privacy policy, words and expressions not defined herein shall have the meaning attributed thereto in the Protection of Personal Information Act 4 of 2013, as amended from time to time.

### Special Notice – age restriction

This App is intended for motorists only and should not be used by anyone who is not legally entitled to drive. If you are not legally entitled to drive please do not use this App and / or send us your personal information (for example your name, age, address or email address).

#### 1. When is this Privacy Policy applicable?

This Privacy Policy is applicable to the processing of your personal information as a result of being (i) one of our customers, (ii) a user of the App.

In the App you may find a number of links to other websites or applications. Although these websites or applications are selected with care, we are not responsible for the processing of your personal information through these websites or applications. This Privacy Policy is therefore not applicable to the use of such websites and/or applications.

#### 2. Who is the responsible party?

Shell is the responsible party in respect of the processing of your personal information.

#### 3. For what purpose do we process your personal information?

In this Privacy Policy we describe what personal information we process and for what purposes.

##### 3.1 Customer service and relationship management

- What does this purpose entail?

If you contact our Customer Service Centre with a question or a complaint, we may ask you for certain information to identify yourself and to help us respond to your enquiry. We use the aforesaid any personal information supplied only for this purpose and to improve our customer support services.

- Which personal information do we process for this purpose?

To be able to respond appropriately to your question or complaint, we note details of your question or complaint in our customer database. We may also ask you for contact details in order to keep you informed about your question or complaint.

##### 3.2 Participate in promotions

- What does this purpose entail?

Shell regularly runs promotions for its customers. In some cases we will ask you to provide us with your personal data through a registration form, advertisement or website in order to participate in the promotion.

- Which personal information do we process for this purpose?

If you choose to participate in such promotions, we may process the personal information provided by you (including your name, age, address and e-mail address) in order to register or confirm your participation, to determine whether you fulfill the promotion conditions and to send you any prizes or benefits. Depending on the promotion we may also process information on your participation in such promotion, such as scores, submissions or prizes/benefits won.

### 3.3 Development and improvement of products and/or services

- What does this purpose entail?

Shell regularly conducts market research with its customers through the use of surveys. We use your responses to such surveys for quality assessments and/or to improve your customer experience.

- Which personal information do we process for this purpose?

If you choose to participate in our surveys, we may process the personal information provided by you (including your name, age, address and/or e-mail address).

### 3.4 General Offers

- What does this purpose entail?

As a customer of Shell you may receive general offers and information from Shell ("**General Offers**").

With General Offers, we would like to notify you of Shell products, events and promotions that may be of interest to you. Such General Offers may include but are not limited to the issue of:

- electronic newsletters with offers and general information;
- Shell fuel or shopping vouchers;
- discount coupons for Shell shop products.

You may receive your General Offers by regular mail, email, SMS, through Website, App (through push notifications), social media, coupons or any other digital channels used by you.

- Which personal data do we process for this purpose?

For sending you General Offers, we may process the personal data provided by you (including your name, age, address and e-mail address).

- Opting out of General Offers

You can at any time stop receiving General Offers by opting out. We will de-identify any personal information that is no longer needed and refrain from sending you General Offers.

### 3.5 Technical and functional management of the Website and App

- What does this purpose entail?

When you visit or use the Website or App, we process some technical information about you (such as your IP address) to provide you the functionalities of our online services and to manage them. With this technical information we are able to manage the Website and Apps, for example to resolve technical failures or to improve their reliability.

- Which personal data do we process for this purpose?

We process technical data such as the IP address of your computer, tablet or smartphone, details of the pages you have visited on the Website or App, the web browser you use to surf, previous/subsequent sites that you have visited and the length of your visit/session.

### 3.6 The generation of management information and statistical data

- What does this purpose entail?

Shell performs research into market trends through statistical analysis. We use the results of such research to evaluate our current products and services and to adapt our products, marketing and service stations to new developments. The research results are only reported on an aggregate basis.

### 3.7 Preventing, detecting and investigating fraud

- What does this purpose entail?

Shell may use the personal information you provide Shell to prevent, detect and investigate fraud and to enforce its Terms and Conditions.

### 3.8 Feedback and forum facilities

If at any time this App offers any feedback and/or forum facilities (or similar), Shell may collect the personal information that you disclose in using such facilities. Such personal information will be used in accordance with this Privacy Policy. Please note that Shell cannot be held responsible for other parties' use of the personal information which you make available to such third parties through any feedback or forum facilities in this application. Please be careful about what personal information you disclose in this way.

## 4. Who has access to your personal information?

- Shell may disclose your personal information to any of the following:
- Any agents, service providers and/or subcontractors of Shell and its affiliates;
- Any person to whom Shell proposes to transfer any of its rights and/or duties.

Provided that the disclosure of such personal information shall be in accordance with the purpose for which the personal information was collected from you.

Shell uses third parties for certain services, such as website hosting. You acknowledge and agree that your personal information may be transferred to authorized third parties, which may be located outside of the Republic of South Africa ("**RSA**") as part of the services offered to you. By way of example, this may happen if any of our servers are from time to time located in a country outside of the RSA or one of our service providers is located in a country outside of the RSA. As far as these third parties have access to personal data in order to execute these processings, Shell has taken the required organizational and/or contractual measures to ensure that your personal data is exclusively processed for the purposes mentioned above and that adequate levels of protection have been implemented in order to safeguard your personal data.

Except as set out in this Privacy Policy, we will not disclose any personal information without your consent unless we are legally entitled or required to do so or if we believe that such action is necessary to protect and/or defend our rights, property or personal safety and those of our users/customers or other individuals. Only if Shell is required to do so by law, will your personal information be provided to supervisory agencies, fiscal authorities and investigative agencies.

**Shell cannot guarantee or accept liability whatsoever for unauthorised or unlawful disclosure of your personal information, whilst in our possession, made by third parties who are not subject to our control, unless such disclosure is as a result of our gross negligence.**

## 5. For what period do we retain your personal information?

By deleting the App we will close the applicable accounts as soon as reasonably possible. We will also close or deactivate inactive customer accounts and close accounts that are used in violation of this Privacy Policy or applicable Terms and Conditions. Personal information from closed or deactivated accounts will be de-identified as soon as is reasonably possible. Under certain circumstances we will retain personal information from closed or deactivated accounts for longer, such circumstances being the prevention of fraud or to otherwise take actions permitted or required by law.

## 6. Which cookies does Shell use?

The Website and/or App uses cookies or similar technology. A cookie is a small text file that is sent to your internet browser so that we are able to recognise your browser when you return. Shell and its authorised service providers may use small graphic images known as 'clear GIFs' that work in conjunction with cookies to identify you and your use of the Website and/or App. Shell and such service providers may also use other technologies to store information in your browser utilising local shared objects or local storage, such as HTML 5 cookies, flash cookies and other web application software methods.

Using these technologies we can collect data on the use of the Website and/or App such as which pages are visited, your interaction with information on the Website and the duration of your visit.

Functional cookies – Shell stores cookies that are essential in providing the functionalities of the Website and/or App. For instance, the cookies remember your preferences, such as language and region, which remain as your default settings when you revisit the Website and/or App. However, should you wish to do so, you can choose to reject or block the cookies set by Shell by changing your browser settings – see the Help function within your browser for further details.

Web analytics cookies – Shell may use third party cookies for web analysis. Such cookies allow Shell to analyze the usage of the Website and/or App. This relies on aggregated statistical data that Shell's authorised service providers provide Shell and allows Shell to understand the way you use the Website and/or App. Shell and such service providers may only provide such data to third parties if this is required by law.

Advertising cookies – Shell may use third party cookies for advertising purposes. Shell may use authorised service providers to serve advertising on the Website and/or App and other websites on the internet. Such service providers may place cookies on your browser, and may collect information that helps them identify your device, such as IP-address, or other unique or device identifiers.

Shell does not retain a cookie longer than is necessary for the purpose for which they are used. We use session cookies and permanent cookies:

- A session cookie can track usage such as the webpages you visit and what options you use. When you close the internet browser, the session is ended and the cookie is deleted.
- A permanent cookie enables the Website and/or App to recognize you at a subsequent visit. It remains on your system until you delete it.

Please note that most browsers automatically accept cookies so if you do not wish cookies to be used you may need to actively delete or block the cookies.

You can also visit [www.allaboutcookies.org](http://www.allaboutcookies.org) for details on how to delete or reject cookies and for further information on cookies generally. For information on the use of cookies in mobile phone browsers and for details on how to reject or delete such cookies, please refer to your handset manual.

If you reject the use of cookies you will still be able to visit our websites but some of the functions may not work correctly and you may no longer be able to use all the functionalities of the Website and/or App. If you do accept a "cookie", you thereby consent to our use of any personal information collected by us using that cookie subject to the provisions of this privacy policy.

## **7. If you communicate with us through social media**

### **Sharing our Website or content through social media**

If you choose to share our Website, App or content through social media such as LinkedIn, Facebook and/or Twitter, your personal information (such as your name and the fact that you are interested in Shell) will also be visible to all the visitors of your personal webpage on LinkedIn, Facebook and/or Twitter. When you use of such social media websites only the terms and conditions (including the privacy policy) of such social media website apply to you. If you disclose your personal information to a third party such as LinkedIn, Facebook or Twitter, Shell shall not be liable for any loss or damage, howsoever arising, suffered by you as a result of the disclosure of your personal information to such third parties. This is because Shell do not regulate or control how such third parties use your personal information. You should always ensure that you read the privacy policies of such third parties.

### **Our Facebook page**

We have a Facebook page. When you communicate with us through our Facebook page (for example, when you post a comment, upload media, send a personal message or become a fan of us by clicking the "Like" button, we may receive personal information about you (such as your (user) name, profile photo, your hometown, your email address and your gender). How we use your personal information, is described in the applicable Facebook Privacy Policy, which applies in addition to (i) this Privacy Policy and (ii) the terms of use and other statements from Facebook. You must carefully read the terms of use and other statements of Facebook. Such terms of use and other statements may differ from this Privacy Policy.

## **8. How do we secure your personal information?**

We have implemented appropriate technical and organisational measures and policies with the objective of protecting your privacy from unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access.

## **9. Who to address regarding questions and requests of access, removal etc.**

We aim to keep our information about you as accurate as possible. If you would like to review, change or delete the personal information you have supplied to us, please send your request to [SITI-MLM-Support@shell.com](mailto:SITI-MLM-Support@shell.com)

Upon receipt of such request, we shall, as soon as is reasonably practicable:

- correct the information;
- destroy or delete the information;
- provide you with credible evidence in support of the information; or
- where agreement cannot be reached, and if you request, take such steps as are reasonable in the circumstances, to attach to the information in such a manner that it will always be read with the information, an indication that a correction of the information has been requested but has not been made.

We shall provide you with written confirmation that the abovementioned actions (whichever may be applicable) have taken place.