



FIRESTARTERS: PRIVACY POLICY

COOKIES

PERI-PERi or cookies? We reckon it's a no-brainer...

But just so you know, we use cookies to help improve your browsing experience. If you stay on the site, we'll know you're cool with this. For more info, check out our Privacy Policy.

1. Purpose & Scope:

This Privacy Policy governs the way Nando's treats your personal information collected electronically when you use our website or contact us electronically and should be read in conjunction with our Terms of Use Policy.

We respect your privacy and your personal information and for this reason, we take all reasonable measures, in accordance with this Privacy Policy, to protect your personal information and to keep it confidential.

By continuing to use our website for any purpose or reason whatsoever and/or apply for services, you agree to the terms and conditions of this Privacy Policy. If you do not agree with the provisions of this Privacy Policy or are concerned about any aspect as it relates to the protection of your personal information, please do not continue to use the website.

2. What Information Will Nando's Collect About Me?

When you visit our website, our web server automatically records the name of your ISP (Internet Service Provider), the website from which you visit us, the pages on our sites you visit and in what sequence, and the date and length of your visit. This information is aggregate and is anonymous data and does not identify you specifically. We also store personal identifiable information if you volunteer it, for example, without limiting the generality hereof, if you submit your e-mail address, name and surname, identity number, mobile number or any other information of a personal nature via our contact-us form.



3. What is Nando's Cookies Policy?

Like many online services, we use a feature called a “cookie”, which is a small data file that is sent to your browser from a web server and stored on your device’s hard drive. We use this cookie to keep track of your browsing activity whilst on the firestarters.co.za, nandos.co.za, nandos.com or other Nando’s related or associated website. The information that we collect through cookies is aggregated and anonymous and is only used to help us improve how our website works and to understand what interests our users by showing us, for example, which pages you visit. The information does not identify you as an individual user. This website can only be accessed in conjunction with cookies or similar devices. If you do not wish us to collect the information, your browser should allow the disablement of cookies. You can disable cookies at any time by using your browser options. However, if you turn off cookies, we will not be able to recognize you and therefore will not be able to allow you access to the website.

4. How Will Nando’s Use My Personal Information?

We use automatically, passively provided information and browsing history to operate and optimise our digital and technical solutions.

The only personal information we collect is an email address and any other information required as indicated in point 2 in this Privacy Policy, related to those users who wish to contact us. This information is collected simply so that we can contact you regarding new surveys, discussions, or any other market research related studies.

We may also contact you to administer rewards such as airtime and sweepstakes / contests.

Your personal information will not be shared with other third parties and will not be used for marketing purposes without your prior consent.

You may at any time choose to stop receiving communication from us by using one of the unsubscribe options we provide. Please see point 10 in this Privacy Policy relating to “Your Choices and Rights” for more information about opting-out of communications.

5. What Security Measures Are in Place to Protect My Personal Information?

Although absolute security cannot be guaranteed on the Internet, we have in place reasonable technical and organisational security measures to protect your personal information against accidental or intentional manipulation, loss, misuse, destruction or against unauthorised disclosure or access to the information we collect online.



6. How Will Nando's Store My Personal Data?

We store your personal information locally (in South Africa) or on a secure central database located in any of the following jurisdictions: Canada, the United States, the European Union, Australia and the United Kingdom. Your information will not be stored for longer than is necessary for the purposes described in this Privacy Policy.

7. Will My Personal Data Be Shared with Anyone Else?

Your personal information will not be shared with third parties unless such disclosure:

- a) is required by law, including but not limited to complying with court orders, warrants, subpoenas, service of process requirements or discovery requests;
- b) is made with your consent;
- c) is required with affiliated and unaffiliated services providers that act on our behalf and under our instructions to help us operate our business (data processors) or
- d) is made to a buyer of all, or substantially all, our assets relating to a particular business line or division, or in connection with a merger, acquisition, reorganization or restructuring.

Where information is shared, as far as possible, it will be in redacted or aggregated form that cannot be used to identify you individually

8. Links, Advertisers, Third Party Sponsors & Ad-Servers:

This site may contain links to other sites that are not covered by this Privacy Policy and where information practices may be different from ours. Users should consult the other sites' privacy policies on third party sites before submitting any personal information, as we are not responsible for and have no control over personal information that is submitted to, or collected by, these third-party sites.

9. Will My Personal Data Be Transferred Out of The Republic of South Africa?

As Nando's operates globally, it may be necessary to transfer your personal information internationally. Information collected through surveys or on our site(s) may be processed outside of the country you are accessing them from. Other than in South Africa, we generally process personal information in Canada, the United States, the European Union, Australia and



the United Kingdom. Occasionally, we use service providers located in other jurisdictions to process data on our behalf and under our instructions. At all times, we take appropriate measures to ensure that your personal information is processed securely, and in accordance with international data transfer laws and this Policy. The data protection and other laws of other countries may not be as comprehensive as those in the Republic of South Africa.

10. Your Choices and Rights

You have a variety of choices regarding which personal information we may collect, process and use and for what purposes. Wherever reasonably practical, we will provide you with the ability to engage with us without submitting personal information however, some actions, such as forms, surveys and other submissions pages require you to provide accurate and up to date personal information and your choice is to not use such areas and features.

11. Changes to This Privacy Policy

From time to time, we may revise this Privacy Policy to reflect company initiatives, changes in the law or technology or changes in our practices regarding the collection and use of personal information. If we decide to change this Privacy Policy, the changes will be posted on this site so that you are always informed of the latest version. The date of the most recent revisions will appear at the bottom of this page. We will not use or disclose Personal Data provided to us pursuant to this Privacy Policy in ways other than the ones described above, without informing you and providing you with the opportunity to consent to such modified conditions concerning the use and disclosure of your Personal Data. Requests for copies of this policy, and all queries relating to this policy should be addressed to: support@firestarters.co.za

12. How Can I Contact Nando's?

You can contact us, in the following ways, to request that we correct or stop using your personal information, or to find out what personal information we have collected about you:

- a) You may opt-out of receiving communication from us at any time by contacting us directly at support@firestarters.co.za
- b) Where available, there may be an “unsubscribe” link embedded in surveys, SMS's and e-mails. Some e-mails are transactional in nature, including e-mails we send regarding requests or purchase related communication; these e-mails do not provide the ability to opt-out.



You may request access to your personal information to confirm that it is in our possession, to ensure that it is accurate and to make corrections, or to request that it be removed / anonymized. We will respond to your request as quickly as possible and will need to verify your identity before providing you with access to the personal information we hold about you. In some cases, we may be unable to accommodate your request if we are unable to verify your identity, if we are prohibited by law, if disclosure would result in the disclosure of the personal information of others, or if the request is unreasonable or impractical. If we are unable to process your request for these or any other reasons, we will provide you with an explanation of the reason for denial, and you will be permitted to request a review. All requests for information should be sent by email to: support@firestarters.co.za

If you have any questions or comments about this Privacy Policy please feel free to contact us via the contact address on our website (support@firestarters.co.za). If any provision of this Privacy Policy is judged to be illegal, void or unenforceable due to applicable law or by order of a court of competent jurisdiction it shall be deemed deleted and the continuation in full force and effect of the remainder of the provisions will not be prejudiced unless a court of competent jurisdiction determines that the substantive purpose of this Privacy Policy is then frustrated, in which case you may contact Nando's at the above address in order to opt-out of the Privacy Policy.

13. How We Contact You

Should there be any breach of personal information, affected individuals will be personally notified (using contact details available) of the breach including: the nature of the breach, how the breach is being handled to minimise the impact on individuals as well as what will be done to mitigate the risk of the same or similar breaches in the future.