

COOKIE POLICY

1 INTRODUCTION

- 1.1 One Aid may use cookies, web beacons, tracking pixels, and other tracking technologies when you visit our Site. We do this to help us customise the Site and to improve your experience while you are visiting the Site.
- 1.2 This Cookie Policy ("**this Policy**") sets out all that you need to know about what cookies are, how and why we use cookies on the Site, and how you can adjust your cookie settings on the Site.
- 1.3 We take our legal obligations very seriously and that is why we have ensured that you can easily access all our policies and procedures at any time on our Site. Please take the time to read through this Policy carefully, and if you have any questions, please do not hesitate to contact our Information Officer at the e-mail address set out in clause 13 below.

2 DEFINITIONS AND INTERPRETATION

- 2.1 This Policy is part of and is incorporated into our Privacy Policy, which can be found on the Site.
- 2.2 Unless the context clearly indicates a contrary intention:
 - 2.2.1 words and expressions defined in the Privacy Policy shall bear corresponding meanings in this Policy; and
 - 2.2.2 terms that are used in this Policy that are specifically defined in POPIA, are given the meanings ascribed to them in POPIA.

3 WHO DOES THIS POLICY APPLY TO

This Policy applies to you if you:

- 3.1 are a guest on our Site (being a parent, a User, a Patient, a business associate or another interested party);
- 3.2 purchase any of the Products on our Site, or use any of the Services on our Site;
- 3.3 contact or communicate with us via our Site;
- 3.4 provide feedback, send messages, or make available any other content on our Site; or
- 3.5 opt-in to any marketing communication from us.

4 WHAT ARE COOKIES

A "cookie" is a small string of information that is stored on your device's hard drive when you visit a website, mobile application or platform. A cookie assigns you a unique identifier, which we then use each time you submit a query to the Site. A cookie allows us to "remember" information about you, such as your preferences and your login information. **It is very important to note that cookie files do not contain Personal Information about you.**

5 CONTROL OF COOKIES

5.1 You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting, you may be unable to access certain parts of the Site, or experience all of the features of the Site. You may also choose to accept only certain cookies and to reject other cookies.

5.2 Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to the Site. We deal with specific cookies or similar technology below. You can also learn more about our use of cookies and similar technologies and the options that you have below.

6 TYPES OF COOKIES

The following types of cookies may be used when you visit the Site:

6.1 Necessary or “First Party” Cookies

Our cookies are “first-party cookies” and can be either permanent or temporary. These are necessary cookies, without which the Site won’t work properly or be able to provide certain features and functionalities. Some of these may be manually disabled in your browser, but we do not recommend that you do this, as this may affect the functionality of the Site.

6.2 Analytics Cookies

Analytics cookies monitor how Users reach the Site, and how they interact with and move around once they are on the Site. These cookies let us know what features on the Site are working best and what features on the Site can be improved.

6.3 Personalisation Cookies

Personalisation cookies are used to recognise repeat visitors to the Site. We use these cookies to record your browsing history, the pages that you have visited, and your settings and preferences each time you visit the Site.

6.4 Advertising Cookies:

Advertising cookies are placed on your computer by advertisers and ad-servers, so as to display advertisements that are most likely to be of interest to you. These cookies allow advertisers and ad-servers to gather information about your visits to the Site and other websites, alternate the ads sent to a specific device, and track how often an ad has been viewed and by whom. These cookies are linked to your device and do not gather any Personal Information about you.

6.5 Security Cookies

Security cookies help us to identify and prevent security risks. We use these cookies to authenticate Users and to protect User data from being accessed by unauthorised parties.

6.6 Site Management Cookies

Site management cookies are used to maintain your identity or session on the Site, so that you are not logged off unexpectedly, and any information that you enter is retained from page to page. These cookies cannot be turned off individually, but you can disable all cookies in your browser should you wish to do so.

6.7 **Third-Party Cookies**

Third-party cookies may be placed on your computer when you visit the Site by companies that run certain services that we offer. These cookies allow the third parties to gather and track certain information about you. These cookies can be manually disabled in your browser.

7 **WHY WE USE COOKIES**

7.1 They enable us to:

7.1.1 estimate our audience size and usage pattern;

7.1.2 provide Products, Services and functionality to you;

7.1.3 improve our marketing and promotional efforts;

7.1.4 store information about your use of our Services, as well as your preferences;

7.1.5 customise the Site according to your individual interests and make your usage of the Site more enjoyable; and

7.1.6 speed up your searches.

8 **WHY COOKIES ARE USEFUL TO YOU**

8.1 **As we have highlighted, cookie files do not contain Personal Information about you.** Cookie files do, however, contain a personal identifier, allowing us to associate your Personal Information with a certain device. These files serve a number of useful purposes for you, including:

8.1.1 granting you access to age-restricted content;

8.1.2 assisting you in navigating the Site;

8.1.3 tailoring our Site's functionality to you personally by letting us remember your preferences;

8.1.4 improving how our Site performs;

8.1.5 allowing third parties to provide services to our Site; and

8.1.6 helping us deliver targeted advertising, where appropriate, and in compliance with all applicable laws.

9 OTHER TRACKING TECHNOLOGY

In addition to cookies, we may use other tracking technologies on the Site to help customise the Site and improve your experience. These tracking technologies may include, but are not limited to the following:

9.1 Web Beacons

9.1.1 Our Site may contain electronic image requests (called a single-pixel gif or web beacon request) that allow us to count page views and to access cookies. Any electronic image viewed as part of a web page (including an ad banner) can act as a web beacon.

9.1.2 A “web beacon” or “pixel tag” is tiny object or image embedded in a web page or e-mail. They are used to track the number of users who have visited particular pages and viewed emails and to acquire other statistical data.

9.1.3 **Our web beacons do not collect, gather, monitor or share any of your Personal Information.** We merely use them to compile anonymous information about our Site and to collect a limited set of data, such as a cookie numbers, time and date of page or email view, and a description of the page or email on which they reside.

9.1.4 Web beacons and pixel tags cannot be declined. You can, however, limit their use by controlling the cookies that interact with them. This can be done manually in your browser.

9.2 Targeted Content

9.2.1 While you are logged into the Site, we may display targeted adverts and other relevant information based on your Personal Information. In a completely automated process, computers process the Personal Information and match it to adverts or related information.

9.2.2 We never share your Personal Information with any advertiser unless you specifically provide us with your Consent to do so. Advertisers receive a record of the total number of impressions and clicks for each advert. **They do not receive any of your Personal Information.**

9.2.3 If you click on an advert, we may send a referring URL to the advertiser’s website, identifying that a customer is visiting from the Site. We do not send Personal Information to advertisers with the referring URL. It is important that you are aware that once you are on the advertiser’s website, however, the advertiser is then able to collect your Personal Information.

9.2.4 **One Aid is not responsible or liable for any information, representations, warranties, and/or content on any website of any advertiser, as we do not exercise any control over any advertiser’s privacy policy. The onus is on you to refer to the privacy policy of any such advertiser, before providing them with any Personal Information. If you do not want these advertisers to collect your Personal Information, please contact them directly.**

9.2.5 **You agree to indemnify One Aid regarding any loss that you may sustain should you fail to take the steps set out in clause 9.2.4 above.**

10 CONSENT

- 10.1.1 When you visit our Site, we check if you have provided Consent in the last 6 (Six) months.
- 10.1.2 If you have not provided Consent in the last 6 (Six) months, then we display a cookie consent banner and ask for your Consent. We only trigger necessary cookies and similar tracking technologies until such Consent is provided.
- 10.1.3 If you have provided Consent for all cookies and similar technologies in the last 6 (Six) months, then we trigger all cookies and similar tracking technologies for 6 (Six) months from the date when this Consent is provided.

11 PRIVACY POLICY

For more information about how we use the information that we collect from you, including Personal Information, information collected by cookies and other tracking technologies, please refer to our Privacy Policy, which is posted on the Site. **By using the Site, you agree to accept and to be bound by this Policy and our Privacy Policy.**

12 POLICY MODIFICATIONS

- 12.1 One Aid, in its sole discretion, reserves the right to amend, modify or update this Policy from time to time, with or without notice to you and you waive the right to receive specific notice of each such change or modification. Whenever reasonably possible, we will notify you of any changes by placing a notice in a prominent place on the Site or by sending you an e-mail detailing the changes that we have made, and indicating the date that the Policy was last updated.
- 12.2 The most updated version of this Policy will always be available on the Site.
- 12.3 You agree and undertake to review this Policy whenever you visit the Site.
- 12.4 Save as expressly provided to the contrary in this Policy, any amended version of this Policy will supersede and replace previous versions thereof. **If you continue to use the Site or our Services following a change to the Policy, the changed Policy will apply to you and you will be deemed to have accepted such updated Policy.**

13 UPDATES, FEEDBACK AND CONTACT INFORMATION

- 13.1 This Policy was last updated on 1 June 2024.
- 13.2 If you have any questions, concerns or comments regarding this Policy, or your Personal Information, please send them to:
- **The Information and Privacy Officer:** Dr Carmen Briner.
 - **E-mail:** drcarmen@oneaid.co.za.
 - **Address:** Suite 113, First Floor, Cramerview Village Centre, 277 Main Road, Bryanston, Gauteng, 2060, South Africa.
 - **Telephone:** (+27) 082 494 0827.

14 NOTICES AND DOMICILIUM

14.1 Notices to you shall be given to the e-mail address on file associated with your User account. You agree that this e-mail address shall be your *domicilium citandi et executandi* ("**Domicilium**") for all purposes relating to this Policy and your agreement with us, including the giving of any notice, the payment of any sum and the serving of any process.

14.2 To change the email address on file in relation to your User account, please e-mail us at the address specified in clause 13 above. All notices will be deemed to have been received by you on the day that they are sent by us.

15 GOVERNING LAW

This Policy and any dispute or claim (including any non-contractual dispute or claim) that arises out of or in connection with this Policy are governed by and construed in accordance with South African law. The Parties irrevocably agree that the South African courts have exclusive jurisdiction to settle any dispute or claim (including any non-contractual dispute or claim) that arises out of or in connection with this Policy.

16 GENERAL

16.1 This Policy does not create or imply any agency, partnership or franchise relationship. Nothing in this Policy, express or implied, is intended to or shall confer on any third party any right, benefit, or remedy of any nature whatsoever.

16.2 If any provision of this Policy is found by any court or other authority of competent jurisdiction to be invalid, unenforceable, or illegal, this shall not impair the operation of this Policy, or affect the other provisions which are valid.