



SouthAfrica (ZA)
English (Based on UK-English) (en)

We respect the privacy of everyone who uses this application. Please read our Privacy Policy carefully so that you can understand how we collect and use the personal information that you provide to us. By downloading this application, you will be treated as having given your permission for the uses of data outlined in this policy.

What does this privacy policy cover?

This privacy policy covers our use of your personal information, as well as some non-personal information, which is collected through or in connection with this application.

Other Shell websites or applications may contain privacy policies which are different from this privacy policy. This privacy policy relates to this Shell Retail Site Management application. On your journey around the Shell websites and applications please check the privacy policy of each website and application which you visit and do not assume that this privacy policy applies to all Shell websites and applications.

Who is responsible for the personal information collected in this application?

Shell South Africa Marketing (Pty) Ltd ("Shell") controls the personal data collected via this application. Other Shell companies may also control such personal data – for more information as to the identity of these companies, please contact SITI-MLM-Support@shell.com.

Special Notice – age restriction

This application is not aimed at anyone under the age of 18 years and we will not collect, use, provide or process in any other form any personal information of anyone under the age of 18 deliberately. We therefore also ask you, if you are under 18 years old, please do not send us your personal information (for example, your name, address and email address). If you are under 18 years old and you nevertheless wish to ask a question or use this website in anyway which requires you to submit your personal information please get your parent or guardian to do so on your behalf.

Information collection and use

The information that may be collected via this application includes the following:

- any information you submit or provide while using the application;
- any personal information provided by you;
- the frequency with which you use the application and the nature of such use;
- the type of device that you use;
- where you have chosen to use 'Location Services' on downloading the application and location details;
- your feedback as to your experience of using the application.

We use the information collected and/or provided via this application in order to:

- provide the services offered to you through this application;
- respond to queries or requests submitted by you;
- anticipate and resolve problems with any goods or services supplied to you;
- conduct market research; and/or
- create products or services that may meet your needs.

The information as to your use of the application, the type of device you use, any location details, and your feedback as to your experience of using the application, are all collected, monitored and analysed on a non-personal basis, and we cannot identify you from this information. Further, the details you submit

within the application, will not be used for any other purpose than to provide you with the relevant service(s) via the application. In particular, we will not link this information with the personal information (if any) that we might have about you.

Except as set out in this privacy policy, we will not disclose any personally identifiable information without your permission unless we are legally entitled or required to do so (for example, if required to do so by legal process or for the purposes of prevention of fraud or other crime) or if we believe that such action is necessary to protect and/or defend our rights, property or personal safety and those of other users or customers.

Transfer to third parties and outside the European Economic Area

Any personal information provided to us via this application may be supplied or transferred to other members of the Shell group or to third parties, but only for the purposes specified within this privacy policy (we will not transfer any personal information to third parties outside of the Shell group in order for such third parties to send you marketing information). This may include the transfer of personal information to countries outside of the European Economic Area ("EEA"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EEA or one of our service providers is located in a country outside of the EEA. These countries may not have similar data protection laws to the EEA. If we transfer your information outside of the EEA in this way, we will take steps to ensure that your privacy rights continue to be protected. In addition, if you use our services while you are outside the EEA, your information may be transferred outside the EEA in order to provide you with those services.

Chat rooms, notice boards, newsgroups

If at any time this application offers any chat rooms, notice board facilities, newsgroups etc we may collect the information that you disclose. Such information will be used in accordance with this privacy policy. Please note that we cannot be responsible for other parties' use of the personal information which you make available to such third parties through any chat room, notice board, newsgroup etc in this application. Please be careful about what personal information you disclose in this way.

E-mail, Feedback and Forum Facilities

If at any time this application offers any e-mail, feedback or forum facilities, we may collect the information which you disclose. Such information will be used in accordance with this privacy policy.

Security of your personal data

We have implemented technology and policies with the objective of protecting your privacy from unauthorised access and improper use and will update these measures as new technology becomes available, as appropriate.

Use of your personal information submitted to other applications or websites

We cannot be responsible for the privacy policies and practices of other applications or websites even if:

- you accessed the third party application or website using links from our application; or
- you linked to our application from a third party application or website.

We recommend that you check the policy of each application or site you visit and contact the owner or operator of such application or website if you have any concerns or questions.

Changes to this privacy policy

From time to time we may make changes to this privacy policy. If we make any substantial changes to this privacy policy and the way in which we use your personal data we will post these changes on this page and will do our best to notify you of any significant changes. Please check our privacy policy on a regular basis.

How can you contact us

If you would like to contact Shell about our privacy policy, please contact SITI-MLM-Support@shell.com.