

Privacy Policy

Mahindra and Mahindra South Africa (Pty) Limited (“Mahindra SA” or “Company”) is committed to protecting the privacy and security of your Personal Information as defined in the Protection of Personal Information Act 4 of 2013 (“POPIA”). Your privacy is important to us. This Privacy Policy (the “Privacy Policy” or “Policy”) describes the Information that the Company collects via the AgriWys Application (“App”), which may be updated from time to time. The App is an IoT and AI-powered solution consisting of a telematics GPS device and an Android application to help tractor owners accurately track daily farming, haulage, and fuel usage, as well as new features which may be added in future and which will be communicated to you. This Privacy Policy also describes how the Company may process your Information (as defined below) that is collected from the User(s).

By “we,” “our” or “us,” or the “Company,” we mean Mahindra SA, and by “you,” “your” or “User(s),” we refer to the user/s of the App.

The Company stores and processes User(s)’ Information, which may include sensitive personal information as defined by the POPIA. The Company will at all times remain compliant with POPIA and utilizes, stores and processes your information in accordance with the requirements contained therein.

By using the App, the User(s) consent to the collection, processing, and storage of their Information in the manner set forth in this Privacy Policy. This Policy is incorporated into and subject to the Terms of Use of the App. If the User(s) do not agree to this Privacy Policy or the Terms of Use, they are advised not to access or use the App.

This Privacy Policy is subject to change at any time, without notice, and such changes shall be effective immediately upon posting the updated Policy on the App. To stay informed, please review the Privacy Policy periodically.

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1. The Information We Collect and How We Collect It

Types of Information

1. **Personal Information:** Information that identifies you, including but not limited to:
 - Name, mobile number, emergency contact number, gender, date of birth, residential address, email address, age, occupation, and assets.
 - Information about your tractor, such as model, serial number, last service date, and usage details.
 - Billing information provided during purchase of the Agriwys Smart Kit Device.
 2. **Non-Personal Information:** Includes data such as farm work details (area and time taken) and diesel levels.
 3. **Tractor Location Data:** Includes trip routes, parked tractor locations, and job areas.
 4. **Log Data:** Automatically collected technical information, such as:
 - Device configuration, IP address, and crash details.
 5. **Cookies and Web Beacons:** Used for analytics, functionality, and targeted content.
 6. **Failure to provide required information:** Should you refuse to provide certain required information, the Company reserves the right to stop your access to the app, or to withdraw access until such information has been provided. In certain circumstances this information may be necessary in order for the App to function as advertised and failure to provide same may result in the App not performing as advertising, or at all.
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2. Purpose of Collection and Use of Information

We collect and use your Information for the following purposes:

- To provide and maintain the advertised services.

- To customize the User experience.
 - To develop new features and services.
 - To provide notifications and communication based on User interaction.
 - To resolve disputes and troubleshoot issues.
 - To ensure compliance with legal obligations.
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3. Basis for Processing Your Personal Information

We only process Personal Information based on:

- Contractual obligations.
 - Legitimate interests to improve our services.
 - Compliance with legal requirements.
 - Consent, where explicitly provided.
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4. Sharing/Disclosure of Personal Information

The Company may share Personal Information with:

- Affiliates, service providers, group companies and partners, some of which may be outside the borders of South Africa, specifically India, however we will ensure that your data is subject to the Digital Personal Data Protection Act, 2023 (India).
 - Law enforcement or legal entities as required.
 - Business entities during mergers or acquisitions.
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5. Data Retention

We retain Personal Information for as long as necessary to fulfill the purposes outlined in this Policy or as required by law. Upon request, Personal Information can be deleted to the extent that same is not legally required to be retained for a specific period of time.

6. Links to Third-Party Sites or Advertisements

The App may contain links to external websites. The Company is not responsible for the privacy practices of these sites. Users are encouraged to review their respective policies prior to

utilization thereof. Mahindra SA will not be liable in any capacity for any practices on these third party links/sites, or for security thereon.

7. Security Measures

We implement technical and organizational measures to protect your Personal Information. However, no transmission or storage system is completely secure.

8. Your Rights

Users have the right to:

- Access their Personal Information.
 - Withdraw consent.
 - Request rectification or deletion of Information.
 - Restrict processing.
 - Lodge complaints with relevant authorities.
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9. Choice/Opt-Out

Users can opt out of non-essential communications at any stage by contacting us at agriwys@mahindra.co.za Essential communications will still be sent for service-related purposes.

10. Contact Details

For questions or concerns related to how your data is being used or stored, or related to this privacy policy, please contact:

Information Officer

Mahindra and Mahindra South Africa
Southdowns Ridge Office Park

Block A, 1st Floor CNR John Vorster and Nellmapius Dr Southdowns Centurion

Email: agriwys@mahindra.co.za

11. Disclaimer

The Company ensures reasonable security practices but cannot guarantee complete protection of Information due to the inherent risks of any IoT device or any application connected to the internet. Users are advised to exercise caution while sharing data online.
