

PRIVACY NOTICE

This Privacy Policy explains how OneLink Ltd (“**OneLink**”) collects, uses, discloses and protects your personal data when you visit our website and use our services.

DEFINITION OF PERSONAL DATA

The Data Protection Act 2017 of Mauritius defines “*personal data*” as any information relating to a data subject. In simple terms, it refers to any information which can be used, directly or indirectly, to identify an individual.

COLLECTION OF PERSONAL DATA

We may collect your personal data when you voluntarily provide it to us through our website or other communication channels.

However, we may also collect your personal data in the following means:

- i. When the personal data is shared to us by third parties including government bodies, other agencies, service providers or introducers;
- ii. When publicly available personal data is accessible such as from social media platforms where your privacy settings permit us to view and access your personal data;
- iii. When you browse or interact with our website.

SPECIAL CATEGORIES OF PERSONAL DATA

Regarding special categories of personal data, we do not seek to collect or otherwise process your sensitive personal data save and except when it is necessary to comply with legal obligations or when we have obtained your explicit consent prior to such processing. In situations where sensitive personal data is required by law, or where explicit consent has been granted, we ensure that appropriate safeguards are in place to protect your privacy and the confidentiality of your personal data.

PROCESSING OF PERSONAL DATA

We will process your personal data strictly for the following purposes or wherever the applicable laws require such processing:

- i. Conducting due diligence;
- ii. Client onboarding;
- iii. Addressing legal matters and compliance obligations;
- iv. Recruitment and human resource management;
- v. Any other purpose related to the aforementioned purposes or for any specific purpose for which you have provided your personal data to us.

Where none of the aforesaid purposes apply to the processing, we shall seek your explicit consent, clearly specifying the purpose for which your data is being collected. Consent obtained for one purpose shall not be used for another purpose, unless we obtain your prior written authorisation to do so.

USAGE OF YOUR PERSONAL DATA

We may use your personal data for the following purposes:

i. **Provision of services:**

We shall use your personal data to deliver and enhance our services. This includes responding to inquiries, addressing your concerns and meet any specific requests or needs you may have.

ii. **Communication purposes:**

We may use your contact information to communicate with you regarding our services, promotions, updates and other relevant information.

iii. **Analytics:**

We may use usage data to analyse trends, manage and optimise the performance of our website, and gather valuable demographic insights about our user base.

iv. **Compliance and Legal obligations:**

We may process your personal data to comply with applicable legal and regulatory requirements.

STORAGE LIMITATION

We will not retain your personal data in an identifiable form for longer than necessary to fulfil the purposes for which it was collected and processed.

Subject to applicable laws and any other agreed retention period, we will retain your personal data for a minimum period of seven years from the date of commencement of the business relationship. This retention period will be reviewed and adjusted in response to any regulatory or legal changes.

Reasonable measures will be taken to securely destroy or permanently erase any personal data that is no longer required in accordance with our applicable procedures. This includes requiring third parties to delete that data where applicable.

SHARING OF PERSONAL DATA

We may disclose your personal data in the following circumstances:

i. Disclosure of personal data to third parties:

We may share your personal data with third-party service providers who assist us in providing our services. We will only provide personal data to third parties which have an adequate level of data protection measures. We ensure that every third-party service provider or sub-processor enters into a binding written

agreement which imposes obligations equivalent to those outlined in this Privacy Notice and the Data Protection Act 2017.

ii. International transfer of personal data:

Wherever we are required to transfer your personal data to countries outside Mauritius, we will abide by the applicable legal requirements. If the transfer of personal data is not based on any one of the lawful grounds as provided by the law, we shall seek the explicit approval of the Data Protection Office of Mauritius before proceeding with such transfer.

iii. Legal Compliance:

We may disclose your personal data as required by the law or in response to Court orders.

SERVER LOCATION

Your personal data is stored securely in Microsoft Azure Data Centers located in South Africa and Northern Europe. If we transfer or store your personal data to other countries, we will take steps to assess and address the risks to ensure that the transfer or storage of personal data is in line with legal requirements.

DATA SECURITY

We are committed to protecting the security of your personal data and have implemented appropriate technical and organisational measures to safeguard it from unauthorised access, use, or disclosure.

YOUR RIGHTS AS A DATA SUBJECT

As a data subject, you have the following rights:

1. Right to Access

You have the right to request access to the personal data we hold about you and to request that we correct, update, or delete it if it is inaccurate or incomplete.

2. Right to be informed

You have the right to be informed about the personal data which we collect and use.

3. Right to transfer data to another controller

You have the right to have your personal data which we process or control transferred to another controller.

4. Right to withdraw consent

Where we process your Personal Data on the basis of your consent, you have the right to withdraw that consent anytime.

5. Right to object

You have the right to object to the processing of your data for a particular purpose or purposes.

6. Right to restrict processing of your personal data

You have the right to restrict the processing of your data for a particular purpose or purposes.

7. Right to lodge a complaint with the Data Protection Office

You have the right to lodge a complaint with the Data Protection Office of Mauritius regarding the processing of your Personal Data. You may also lodge a complaint with the Data Protection Officer of OneLink at dpo@cass.mu.

8. Right to Opt-Out

You may opt out of receiving promotional communications from us by following the instructions provided in those communications or by contacting us directly.

We take your rights seriously and will respond to any requests in a timely manner, typically within one month of receipt. If you wish to exercise any of the above rights, please contact our Data Protection Officer at dpo@cass.mu.

CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Notice from time to time to reflect changes in our practices or legal requirements. We will notify you of any material changes by posting the updated Privacy Notice on our website. We highly encourage concerned users to review its Notice at regular intervals.

CONTACT DETAILS

If you have any questions or concerns about this Privacy Notice, please contact our Data Protection Officer at dpo@cass.mu.

By continuing to use the services of OneLink, you hereby acknowledge that you have read and agreed to the terms of this privacy notice.