Cookie Policy

Your privacy and security remain of the utmost importance to us. In this policy, we describe the ways in which we collect and use your information when you use our services, including the use of our platform and website. Please read this policy in conjunction with our Terms & Conditions.

Our Organisation

We trade as Onderstepoort Biological Products SOC (PTY) LTD (OBP), a South African state-owned animal vaccine manufacturing company whose mandate is to prevent and control animal diseases that impact food security, human health and livelihoods.

This mandate is delivered through continued development of innovative products and efficient manufacturing, which ensures vaccine affordability and accessibility through varied distribution channels. We function as a subsidiary of the Department of Agriculture, Land Reform and Rural Development (DALRRD).

All references in this policy to “OBP”, “we” “us” or “our” should be interpreted accordingly and refer to Onderstepoort Biological Products SOC (PTY) LTD.

When collecting information about our customers or visitors of our website, we are, under [Protection of Personal Information Act, 2013 (Act 4 of 2013)](https://platform.dataguidance.com/legal-research/protection-personal-information-act-2013-act-4-2013) (“POPIA”) data protection laws, qualified as the “responsible party". This means that we are responsible for deciding how we hold and use personal data about you.

A Definition of “Cookies”

Cookies are small text files placed on your computer, tablet or mobile phone when you access our website.

They are not harmful to your devices (like a virus or malicious code) and allow you to use many of the useful features of our website.

Cookies placed directly by a website owner (OBP) are known as **'first party cookies'** and most modern websites also use technology provided by other businesses. Cookies placed by other parties are known as **'third party cookies'**.

How We Collect Your Information

We collect information about you when you fill in a sign up or contact form on our website or send us an email. We may also receive your personal data from third parties, when you express your interest for our services to them.

We collect information by automated means. When you visit our website, view one of our advertisements on a third party-owned website, or read our marketing email, we automatically collect information about you via cookies, web beacons and other similar technologies.

These are small files associated with information that your browser or our servers will save and return as part of your use of the website and the services for purposes such as saving your login session between visits, remembering your display preferences, tracking your use of the website, and for audience measurement purposes. For more information on our use of cookies, read our PAIA policy.

The Type of Data We Collect

Necessary cookies

These cookies are essential to enable you to move around our website and use its features, such as accessing secure areas of the website. Without these cookies, services you have asked for, like forms, cannot be provided.

Functional cookies

These are the cookies which enable archiving your browsing preferences on our site by storing the various options you chose during your last visit. These are cookies that allow our website to remember choices you make (such as your username, language or the region you are in). This allows us to propose them to you again to simplify your browsing on our website.

Analytical cookies

These are cookies which tell us about the use and performances of our website and allow us to draw up statistics on traffic volumes and use of the various elements of our site/our application (contents visited and visitor paths), enabling us to make our services more interesting and user-friendly (pages or sections most often consulted, most read articles, etc.), and if you get an error message.

Targeting or advertising cookies

These cookies are used to drive online advertising that is relevant to you by building up a picture of what you are interested in from your use of the internet. The cookies can limit the number of times you see an advert and help to measure the effectiveness of any advertising. They remember that you have visited a website and this information may be shared with other organisations or advertisers. Quite often targeting or advertising cookies will be linked to website functionality provided by the other organisation.

If you give your approval (consent), OBP will store cookies enabling collection of the information strictly necessary. If you agree (consent), these third parties will deposit Cookies that will allow you to view content hosted by these third parties directly on the site address or to share our content. Via these Cookies, these third parties will collect and use your navigation data for their own purposes, in accordance with their privacy policy.

How We Use Your Data as a Customer

When you are one of our customers, we use the information we collect about you to provide the services to you. As part of that purpose, we use your data:

1. to create and maintain your platform account, and to control access to it;
2. to provide our services and facilitate performance, including verifications relating to you and for email verifications
3. to provide you with real-time logs of your use of the platform
4. to respond to requests you may submit for support or sales information, or similar communications
5. to communicate with you about our services (for example through newsletters, marketing emails, announcements or special offers)
6. for the investigation and prevention of fraud and breaches of the Terms of Service
7. to enable third parties to provide services to us
8. personalise, assess, and improve our services, content and materials
9. to comply with applicable laws to which we are subject

We may use your non-personal data to enhance the services, for instance through web analytics or troubleshooting. We may also use aggregated or depersonalized information to promote our services, such as by citing usage statistics.

What is the Legal Basis for Data Collections?

We collect your personal data because we need it to perform a contract we have signed with you or because you have taken steps to enter into a contract with us (for instance, when you fill in a contact form to request information about our services or when you sign up for an account). Otherwise, we collect personal data based on your consent for that specific purpose.

Who We Share Your Data With

Except for the limited circumstances we describe here or in an applicable agreement or our Terms of Service, we do not share your personal data with third parties. When we need to provide your personal data to third parties, we will only share it to the extent necessary to provide you with our services, and we ensure that we have in place data protection requirements with these third parties (including standard contractual clauses as well as the requisite technical and organisational measures).

We may also share your personal data as required or permitted by law and as to optimally provide our services through third party providers as described below.

***Hosting Services:*** We host the website and operate the platform using third parties, including Microsoft and AWS®. Your platform will be hosted from their data centres.

***Payment Providers:*** We provide the personal data required to charge your credit card and maintain any payment mandate information as law requires.

***Website functionalities:*** We may use third-party services either embedded into our website (such as Google® Analytics) or outside of it (such Twitter®) to communicate with you or to enhance the function of the website and the services.

***IP addresses:*** While we provide these third parties with no more information than what is necessary to enable them to provide the services to us, any information that you provide these services providers independently is subject to their respective privacy policies and practices.

In no case do we sell, share or rent out your contacts to third parties, nor use them for any purpose other than those set forth in this policy.

Additionally, we will provide information to a third party in the event of any reorganization, merger, joint venture, assignment, or other disposition of all or any portion of our business, assets or stock.

Retention of Data

We keep your personal data for as long as is necessary to provide our services to you (unless otherwise required by law).

If you would like us to cease all of the described uses of your personal data, you may delete your account at any time from the Account Settings section of our Dashboard. This will delete your personal data from our records, and we will make no further use of it. We may, however, retain copies of your personal data in backups for legal retention purposes and/or for our own legitimate business purposes

Security

We follow industry accepted standards to protect the personal information submitted to us, both during transmission and once it is received. We ensure the appropriate electronic, physical and managerial procedures are in place with a view to safeguarding and preserving all the data handled. Our infrastructure is located in top-tier data centres. Each of these locations adhere to strict physical and procedural controls which are frequently audited. Our applications are routinely scanned for vulnerabilities and an independent penetration test is conducted annually. Our employees undergo background checks (when allowed) and sign non-disclosure agreements at the time of hire.

Remember, though, that some parts of the services are public and that email, by its nature, is not a reliably private means of communication. If you voluntarily provide personal data in a public area of the website, unrelated parties online will be able to view it and collect it. If you don’t want to make this information publicly available, you shouldn’t post it.

Your Rights Regarding Refusal

In accordance with Data Protection laws, you have the right to:

1. **Request access**to your personal data. This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
2. **Request correction**of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
3. **Request erasure**of your personal data. This enables you to ask us to delete or remove personal data where there is no legitimate reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing
4. **Withdraw your consent**and opt-out from our communications. We will honour your opt-out within 14 days. Please note that you cannot unsubscribe from service-related messages if you remain a customer.
5. **Object to processing**of your personal data, for example, if we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this basis.
6. **Request the restriction of processing**of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it.
7. **Request the transfer**of your personal data (right to data portability)

Configuring Your options

Most browsers accept Cookies by default. However, you can decide to block these cookies or ask your browser to inform you when a site attempts to install a Cookie on your device.

Please refer to your browser’s help menu to configure the Cookies according to your preferences. The links to the cookie setting instructions for the main browsers are given below:

Internet Explorer: https://support.microsoft.com/en-us/help/278835/how-to-delete-cookie-files-in-internet-explorer  
Google Chrome: https://support.google.com/accounts/answer/61416?hl=en  
Mozilla Firefox: https://support.mozilla.org/en-US/kb/enhanced-tracking-protection-firefox-desktop  
Microsoft Edge: https://support.microsoft.com/en-us/help/10607  
Safari: https://help.apple.com/safari/mac/9.0/?lang=en#/sfri11471  
Opera: https://help.opera.com/en/latest/web-preferences/#cookies

How do you configure your confidentiality settings in your smartphone/tablet?

You can decide to change the confidentiality settings of your smartphone/tablet.

To configure your confidentiality settings:

Android system: https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid&hl=en  
Apple system: https://support.apple.com/en-us/HT201265

The information provided in this policy may be modified to address new issues or changes. If we make significant changes, we may notify you by other means (for instance, by email or with a banner on the website) prior to the change becoming effective. Any changes we make will take effect 30 days after the update date noted above. If you object to the changes, email us