

# **Brokstock SA (Pty) Ltd Cookies Policy**

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# 1. INTRODUCTION

- 1.1** Brokstock SA (Pty) Limited (the "**Company**") is incorporated under the laws of South Africa and is registered by the Companies and Intellectual Property Commission with registration number 2020/523823/07. BROKSTOCK is a brand operated by Brokstock SA (Pty) Ltd, a company incorporated and registered under the laws of South Africa and an investment firm regulated by the Financial Sector Conduct Authority ("FSCA") with license number 51404.
- 1.2** This Cookies Policy applies to the Company's applications, websites, media channels and related digital services ("Brokstock Platform").
- 1.3** For the purposes of this Cookies Policy, unless the context indicates otherwise, "User" means the user of the Brokstock Platform and includes previous, existing and prospective users, as well as new and existing employees of the Company.
- 1.4** "Information" means all and any information the Company collects about the User or provided by the User and includes the user's personal information.
- 1.5** If the User does not agree with the terms of this Cookies Policy, he/she should cease to use the Brokstock Platform.
- 1.6** When the User visits the Brokstock Platform, the Company may use cookies, web beacons, tracking pixels, and other tracking technologies to help customize the Brokstock Platform and improve the User's experience.

# 2. POLICY CHANGES

- 2.1** The Company will generally notify all Users of any material changes to the Cookies Policy through a notice provided via the website or via email.
- 2.2** However, it is advisable for the User to check the Company's website regularly for any changes in this Cookies Policy.
- 2.3** The Company will update the "Last Updated" date at the beginning of this Cookies Policy with each update. A User's continued access to or use of the Brokstock Platform after the date of the updated Cookies Policy constitutes an acceptance of the updated Cookies Policy by the User.
- 2.4** If the User does not agree to such updated terms, he/she should stop accessing or using the Brokstock Platform.

# 3. USE OF COOKIES

- 3.1** A "cookie" is a string of information, which assigns the User a unique identifier that the Company stores on the User's computer.
- 3.2** The User's browser then provides that unique identifier to use each time the User submits a query to the Brokstock Platform. The Company may use cookies, web beacons, tracking pixels, and other tracking technologies when the User visits the Brokstock Platform.

**3.3** The Company uses cookies on the Brokstock Platform to keep track of services the User has used, records registration information, records User preferences, keeps the User logged into the Brokstock Platform, facilitates purchase procedures, and tracks the pages the User visits.

**3.4** Cookies help the Company understand how the Brokstock Platform is used and improve the User's experience.

## **4. TYPES OF COOKIES**

**4.1** The following types of cookies may be used when the User visits the Brokstock Platform:

### **4.1.1 Advertising Cookies**

Advertising cookies are placed on the User's computer by advertisers and advertising servers in order to display advertisements that are most likely to be of interest to the User. These cookies allow advertisers and advertising servers to gather information about the User's visits to the Brokstock Platform and other websites, alternate the adverts sent to a specific computer and track how often an advert has been viewed and by whom. These cookies are linked to a computer only and do not gather any personal information about the User.

### **4.1.2 Analytics Cookies**

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

### **4.1.3 Company Cookies**

These cookies are "first-party cookies" and can be either permanent or temporary. These are necessary cookies, without which the Brokstock Platform will not work properly or be able to provide certain features and functionalities. Some of these may be manually disabled by the User but may consequently affect the functionality of the Brokstock Platform.

### **4.1.4 Personalization Cookies**

Personalisation cookies are used to recognize repeat visitors to the Brokstock Platform. The Company uses these cookies to record the User's browsing history, the pages the User has visited, and the User's settings and preferences for visiting the Brokstock Platform.

### **4.1.5 Security Cookies**

Security cookies help identify and prevent security risks. The Company uses these cookies to authenticate users and protect user data from unauthorized parties.

### **4.1.6 Third-Party Cookies**

Third-party cookies may be placed on a User's computer by companies that run certain services the Company offers. These cookies allow the third parties to gather and track certain information about the User. These cookies can be manually disabled in the User's browser.

### **4.1.7 Brokstock Platform Management Cookies**

The Brokstock Platform management cookies are used to maintain a User's identity or session on the Brokstock Platform so that the User is not logged off unexpectedly, and any information the User enters is retained from page to page. These cookies cannot be turned off individually, but the User can disable all cookies in a browser.

## 5. CLIENT COMPLAINTS

**5.1** Most browsers are set to accept cookies by default. However, the User can remove or reject cookies in his/her browser or device settings. Please be aware that such action could affect the availability and functionality of the Brokstock Platform.

**5.2** Some browsers have incorporated "Do Not Track" ("DNT") features that can send a signal to the websites the User visits indicating that the User does not wish to be tracked. Because there is no common understanding of how to interpret the DNT signal, Brokstock Platform does not currently respond to browser DNT signals. Instead, the User can use a range of other tools to control data collection and use, including the cookie controls and advertising controls described above.

**5.3** For more information on how to control cookies, the User can check his/her browser or device settings for how he/she can control or reject cookies, or visit the following links:

- Apple Safari
- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Opera
- Android (Chrome)
- Iphone or Ipad (Chrome) Iphone or Ipad (Safari)

## 6. OTHER TRACKING TECHNOLOGIES

**6.1** In addition to cookies, the Company may use web beacons, pixel tags, and other tracking technologies on the Brokstock Platform to help customise the Brokstock Platform and improve the User's experience.

**6.2** A "web beacon" or "pixel tag" is a tiny object or image embedded in a web page or email. They are used to track the number of users who have visited particular pages and viewed emails and acquire other statistical data. They collect only a limited set of data, such as a cookie number, time and date of page or email view, and a description of the page or email on which they reside. Web beacons and pixel tags cannot be declined. However, the User can limit their use by controlling the cookies that interact with them.

## 7. PRIVACY POLICY

**7.1** For more information about how the Company uses information collected by cookies and other

tracking technologies, please refer to the Privacy Policy, which can also be found on the company's website.

**7.2** By using the Brokstock Platform, the User agrees to be bound by both this Cookie Policy and the Privacy Policy.

## **8. AMENDMENTS**

**8.1** Amendments to this Policy will take place from time to time subject to the discretion of Brokstock SA (Pty) Ltd and pursuant to any changes in the law. Such changes will be brought to the attention of employees, and members where it affects them.

## **9. OWNERSHIP OF THIS POLICY**

**9.1** This Policy is owned by Brokstock SA (Pty) Ltd, trading as BROKSTOCK, an authorised financial services provider in terms of the Financial Advisory & Intermediary Services Act (37 of 2002) and subordinate legislation, with FSP number 51404.

**9.2** The Key Individual of Brokstock SA (Pty) Ltd hereby confirms the adoption of this Policy on behalf of the governing body of the Brokstock SA (Pty) Ltd and accepts responsibility for the successful training of employees and implementation of this Policy.

**9.3** Questions, comments and requests regarding this Cookies Policy or other related policies and documents should be addressed to [info@brokstock.co.za](mailto:info@brokstock.co.za).