



# BIRGER.

## Privacy Notice

Classification: Public \*

\* Accessible to all members of the public.

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## 1. Who are we?

Blanche, Birger Co Ltd (Blanche, Birger) is a family business incorporated in Mauritius in 1953 as the representative of NCR for mechanical cash registers/accounting machines, general retailer of household and hardware products. Blanche, Birger began its regionalisation process in 1955 by opening an office in Madagascar followed by another one in Reunion Island in 1957.

Blanche, Birger soon diversified its activities to other sectors of the economy such as Insurance Brokerage, Building Materials and Office Equipment activities. In the early 1970's, the company installed its first main frame NCR computer and opened its service bureau, providing electronic data processing for local companies.

In 2010, it was decided to focus the activities of the company on providing technology solutions and services in Mauritius and the Indian Ocean region. On 30th of April 2015, the strategic metamorphosis of Blanche, Birger culminated with the unveiling and launch of its new brand: BIRGER.

BIRGER. now covers 9 territories in the Indian Ocean Islands (IOI) and East Africa. Our 3 core services are: Technology – Security – Resiliency.

### Our Vision

Being the trusted Pan African partner providing end-to-end technological solutions.

### Our Mission

Being a Centre of Excellence, empowering our people, to provide proximity services for the benefit of our stakeholders and the community.

### Our Values

Green – Responsible – Excellence – Adaptable – Trusted (Integrity)

## 2. BIRGER. Privacy Principles

At BIRGER., we recognise the importance of personal information entrusted to us. It is one of our fundamental responsibilities to ensure that we protect the information entrusted to us by our clients and our website visitors. This Privacy Notice will inform you as to how we look after your personal data and tell you about your privacy rights and how the law protects you. It applies to any personal information you provide to BIRGER. and subject to local law, any personal information we collect from other sources.

Throughout this Notice, BIRGER. may be referred to as 'BIRGER', 'we', 'us' 'the company'.

### 3. The following privacy principles will be used to preserve the confidentiality of all information you provide to us:

- We only collect personal information that we believe are relevant and required to understand your needs and to conduct our business.
- We will process your personal data lawfully, fairly and in a transparent manner.
- We use your personal information to provide you with better customer services and products.
- We will not disclose your personal information to any external organisation unless we have your consent or are required by law.
- We may be required from time to time to disclose your personal information to Governmental or judicial bodies or agencies or our regulators, but we will only do so under proper authority.
- We aim to keep your personal information on our records accurate and up-to-date.
- We maintain strict security systems designed to prevent unauthorized access to your personal information by anyone, including our staff.

### 4. Which personal data do we collect?

When interacting with you, we may collect the non exclusive following personal data for the purposes of our business activities (refer to section 5 below) or when you make a job application through BIRGER.'s website such as:

- your name and surname;
- your national identity card number;
- your passport details;
- your residential address;
- your contact details (phone and fax numbers, email addresses);
- CV, pictures and qualifications details when you either spontaneously apply for a job at BIRGER. or respond to a vacancy notice;
- your photos and videos when you participate to corporate events, cocktails, or other events organised by BIRGER.;
- your name, surname, signature and national identity card details in our visitors' log book when you visit us;
- any other personal data necessary to fulfil your special requests; and
- any other personal data that you choose to provide to us.

Also, when you choose to receive our marketing communications (including NewsIT, promotional and special offers), we ask that you provide us with your email address. The provision of this

information is purely voluntary, and you may opt out of receiving our marketing communications at any time by unsubscribing to these communications.

## 5. Lawful basis for processing your personal data

In accordance to the Mauritius Data Protection Act 2017, we are allowed to use your personal information only if we have a legitimate interest to do so. A legitimate interest is when we have a business or commercial reason to use your information. BIRGER. will ensure that your personal data is not used unfairly or go against what is right and best for you. BIRGER. will use your personal data in the course of our business activities and interaction with you for the following purposes:

- performing our agreement with you;
- promoting eventual business relationships;
- assisting you with your queries or concerns;
- treating your applications for specific job vacancies or on a spontaneous basis;
- Performing recruitment analytics with CVs received;
- ensuring security of our offices and people;
- keeping an accurate evacuation list in case of emergency;
- complying with any legal or regulatory obligations imposed on us;
- promoting our corporate initiatives (events, cocktails etc) on BIRGER. social medias;
- fulfilling our legitimate commercial interests; and
- sending you communications if you have consented to receiving the same, and for any other purposes for which we have your consent.

## 6. Your Consent

BIRGER. will process your personal data only after obtaining your express consent, where it is necessary for the performance of a contract to which you are a party or to enable you to enter into a contract or in accordance with the law. We will only disclose your personal data if:

- the law requires it or such personal data is exempted from data protection laws;
- such disclosure is for the administration of justice or in the public interest or relates to the use of a unique identification number to facilitate sharing information and avoid multiple registrations among public sector agencies;
- such disclosure is necessary for the performance of a contract to which you are a party or to enable you to enter into a contract; or
- such disclosure is required to protect your vital interests;

- you agreed that we may disclose your data for the purposes for which such data has been collected and of which you have been informed.

## 7. How does BIRGER. collect your personal information?

When you request our services, we ask you to provide accurate and necessary information that enables us to respond to your request.

While the personal information we collect may come directly from you, it may also be provided by our affiliates or other third parties (such as employers, insurance companies, insurance brokers or agents, credit organisations, motor vehicle and driver licensing authorities, financial institutions, medical professionals, etc.). If you provide personal information about other individuals (such as employees, dependents, etc.), you must obtain their consent prior to your disclosure to BIRGER.

## 8. BIRGER. may collect information online when you:

### Visit BIRGER. Website

For purposes of this Notice, "website" includes our mobile applications. By using BIRGER. website and associated microsites, you agree to the processing of your personal information as explained in the Terms and Conditions, including placing cookies on your device as described in the [Cookie Notice](#).

We collect personal information to fulfil your requests for products and services and to improve your online experience. We strive to limit the amount of personal information collected to support the intended purpose of the collection.

In some instances, BIRGER. automatically collects certain types of information when you visit our website and through e-mails that we may exchange. Automated technologies may include the use of web server logs to collect IP addresses, "cookies" and web beacons. The collection of this information will allow us to improve the effectiveness of BIRGER. website and our marketing activities.

### Cookies

BIRGER. may collect information during your visit to its website through the use of cookie technology. A cookie is a piece of programming information contained in a very small text file that is placed in your Internet browser or elsewhere on your hard drive. You can control acceptance of cookies by modifying your Internet browser preferences. You have the ability to accept all cookies, to be notified when a cookie is set or to reject all cookies. Please note that, if you choose to block all cookies (including essential cookies) you may not be able to access all or part of our site and may be unable to use those services or engage in activities that require the placement of cookies. BIRGER. uses cookies to distinguish you from other users of our website

and to help us compile aggregate statistics about usage of our websites. In addition, on some occasions, BIRGER. may use tracking technologies such as web beacons, to collect information about your visits to BIRGER. websites. These are small electronic images embedded in web content or e-mail messages and are ordinarily not visible to users. Like cookies, this tracking technology enables us to track pages and content accessed and viewed by users on BIRGER. website. The use of these technologies also helps us to provide you with a positive experience when you browse our websites, and it also helps refine our content and personalize your experience. For more detailed information, you may wish to visit our [Cookie Policy](#).

### Engage with BIRGER. through Social Media

You can engage with us through social media websites or through features such as plug-ins or applications on BIRGER. website that integrate with social media sites. You may also choose to link your account with us to third party social media sites. When you link your account or engage with us on or through third party social media sites, plug-ins, or applications, you may allow us to have ongoing access to certain information from your social media account (e.g., name, e-mail address, photo, gender, birthday, the posts or the 'likes' you make). If you post information when you interact with our websites through social media sites, plug-ins or other applications, depending on your privacy settings, this information may become public on the Internet. You can control what information you share through privacy settings available on some social media sites. For more information about how you can customize your privacy settings and how third party social media sites handle your personally identifiable information, please refer to their privacy help guides, privacy statements and terms of use.

### Access our Websites through Mobile Devices

If you access our websites on your mobile telephone or mobile device, we may also collect your unique device identifier and mobile device IP address, as well as information about your device's operating system, mobile carrier and your location information. When you provide us your mobile device phone number as your contact phone number, you consent to the use of your mobile device phone number for the purposes identified in this Notice. If you choose to receive notifications from us on your mobile device (e.g. text notifications), you also consent to the use of your mobile phone number for that purpose.

### Marketing

From time to time, we could use your name and contact information to send you either via emails, post, or social media information that we think may be of interest to you, including stories, events, products and services offered by BIRGER., its subsidiaries and affiliates as well as special offers and promotions and surveys but we can only do so with your consent. You will

also be able to opt-out from receiving marketing communications at any time, free of charge, by following the unsubscribe instructions contained in each of our marketing communications or by contacting us in accordance with the section "*Contact Us*" below.

## 9. How does BIRGER. use your personal information?

The personal information we collect may be used to:

- provide information and services as requested by you;
- determine eligibility and process applications for products and services;
- understand and assess your ongoing needs and offer products and services to meet those needs;
- carry out communication, service, billing and administration;
- administer claims;
- market products and services (subject to your consent); and
- conduct processing necessary to fulfil other contractual obligations

With your consent, we may also use your personal information for additional purposes.

## 10. To whom does BIRGER. disclose your personal information?

### Subsidiaries & affiliates

Between companies and affiliates of BIRGER. as may be relevant for the purposes set out in section 5 above and to facilitate our business activities or relationship, but we shall only do so on a strictly need to know basis;

### With our employees

With our employees for purposes of fulfilling our business activities, treating job applications or conducting internal analysis with a view to improving our company and services.

### Business Partners

We disclose personal information to business partners that are necessary to provide our products and services. We do not rent, sell or otherwise disclose personal information about our clients with unaffiliated third parties for their own marketing use.

### Authorised Service Providers

We may disclose your information to service providers we have retained to perform services on our behalf. These service providers are contractually restricted from using or disclosing the information except as necessary to perform services on our behalf or to comply with legal requirements.

## Legal Requirements and Business Transfers

We may disclose personal information (i) if we are required to do so by law or legal process, (ii) in response to law enforcement authority or other government official requests, (iii) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss, (iv) in connection with an investigation of suspected or actual illegal activity or (v) in the event that BIRGER. is subject to a merger or acquisition to the new owner of the business. Disclosure may also be required for company audits or to investigate a complaint or security threat.

### **11. Does BIRGER. transfer your personal information across geographies?**

BIRGER. may transfer certain personal information across geographical borders to companies falling under the BIRGER. brand or service providers in other countries working on our behalf in accordance with applicable law.

We may transfer personal data to another country where you have given explicit consent to the proposed transfer.

### **12. Does BIRGER. have security measures in place to protect your information?**

BIRGER. has implemented reasonable physical, technical and administrative security standards to protect personal information from loss, misuse, alteration or destruction. Our service providers and agents are contractually bound to maintain the confidentiality of personal information and may not use the information for any unauthorized purpose.

### **13. How long do we keep your information?**

Your personal data will be stored for as long as required to fulfil our business purposes and for the period of time required by law. To the extent required by law, we will take reasonable steps to destroy or anonymise personal data in a secure manner when we no longer need it for the purposes for which it was collected (as set out in section 5 of this notice) and retention is no longer necessary for legal or business purposes.

### **14. Access to your personal Data**

You have the right to request a copy of the personal data we hold about you. To do this, simply contact our Data Protection Officer and specify what data you would like. We will take all reasonable steps to confirm your identity before providing details of your personal data.

You will not have to pay a fee to access your personal data (or to exercise any of your other rights), unless the demand is excessive as per section 7 of the Mauritius Data Protection Act 2017.

## 15. How BIRGER. uses your information to make automated decisions?

We sometimes use systems to make automated decisions based on personal information we have or allowed to collect from others about you and your business. This helps us to make sure our decisions are quick, fair, efficient and correct, based on what we know. These automated decisions can affect the products, services or features we may offer you now or in the future or the price that we charge you for them.

You have the right to object to an automated decision.

## 16. Your legal rights

### Right of Information and Access

This right enables you to receive a copy of all your personal information we hold about you free of charge and to check that we are lawfully processing it.

### Right to rectify

This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us by a supplementary statement.

### Right of Erasure

This enables you to ask us to delete or remove personal data where it is no good 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 successfully exercised your right to object to processing, where we have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified, if applicable, at the time of your request.

### Right to object

Where 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 ground as you feel it impacts on your fundamental rights and freedoms, you have the right to object in writing at any time to the processing of your personal data.

## Right to restrict

This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- If you want us to establish the data's accuracy;
- Where our use of the data is unlawful but you do not want us to erase it;
- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
- You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

## Right to withdraw consent at any time

This will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products and services to you. We will advise you if this is the case at the time you withdraw your consent.

*If you wish to exercise any of the rights set out above, please refer to point 24 of this policy to contact us.*

## **17. What we may need from you**

BIRGER. may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up your response.

## **18. Time Limit to respond**

BIRGER. will try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

## **19. Third Parties**

We ask third-party service providers to agree to our privacy policies if they need access to any personal data to carry out their services.

We will not disclose your personal data to external organisations that are not our service providers, unless you gave us your consent, or unless we may do so by law, or if it is necessary for the conclusion or performance of our agreement with you.

## 20. Children and Minors

Except where required by local laws, we do not knowingly collect personal data from minors. If you are a minor, you may only use our website and services with the permission of your parent or guardian.

Our websites are not directed to children and we do not knowingly collect personal information from children on our websites.

## 21. Your right to lodge a complaint with the Data Protection Commissioner

You are encouraged to let us know if you are unhappy with the way in which we have used your personal information. You can contact our Data Protection Officer or you may lodge a complaint with the Data Protection Commissioner . Find out on the Mauritius Data Protection website how to report a concern.

## 22. Miscellaneous

This privacy notice is governed by and shall be construed in accordance with the laws of Mauritius. This privacy notice is written in the English language and may be translated into other languages. In the event of any inconsistency between the English version and the translated version of this privacy notice, the English version shall prevail.

## 23. Changes to this Notice

We may need to update this Notice from time to time. We encourage you to periodically check our website so that you will be aware of our latest privacy practices.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

## 24. Contact Us

If you have any questions relating to this Notice, please do not hesitate to contact:

The Data Protection Officer  
CONTINUITYMAURITIUS Co Ltd  
18, Jules Koenig Street,  
Port Louis

E: [dpo@birger.technology](mailto:dpo@birger.technology)