



PRIVACY POLICY

Your privacy is important to us. It is Lumos Energy (Pty) Ltd's policy to respect your privacy regarding any information we may collect from you across our website, <http://www.lumosenergy.co.za>, and other sites we own and operate.

We only ask for personal information when we truly need it to provide a service to you. We collect it by fair and lawful means, with your knowledge and consent. We also let you know why we're collecting it and how it will be used.

We only retain collected information for as long as necessary to provide you with your requested service. What data we store, we'll protect within commercially acceptable means to prevent loss and theft, as well as unauthorised access, disclosure, copying, use or modification.

We don't share any personally identifying information publicly or with third-parties, except when required to by law.

Our website may link to external sites that are not operated by us. Please be aware that we have no control over the content and practices of these sites, and cannot accept responsibility or liability for their respective privacy policies.

You are free to refuse our request for your personal information, with the understanding that we may be unable to provide you with some of your desired services.

Your continued use of our website will be regarded as acceptance of our practices around privacy and personal information. If you have any questions about how we handle user data and personal information, feel free to contact us.

This policy is effective as of 30 March 2020.

TERMS OF SERVICE

1. Terms

By accessing the website at <http://www.lumosenergy.co.za>, you are agreeing to be bound by these terms of service, all applicable laws and regulations, and agree that you are responsible for compliance with any applicable local laws. If you do not agree with any of these terms, you are prohibited from using or accessing this site. The materials contained in this website are protected by applicable copyright and trademark law.

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The materials appearing on Lumos Energy (Pty) Ltd's website could include technical, typographical, or photographic errors. Lumos Energy (Pty) Ltd does not warrant that any of the materials on its website are accurate, complete or current. Lumos Energy (Pty) Ltd may make changes to the materials contained

on its website at any time without notice. However Lumos Energy (Pty) Ltd does not make any commitment to update the materials.

6. Links

Lumos Energy (Pty) Ltd has not reviewed all of the sites linked to its website and is not responsible for the contents of any such linked site. The inclusion of any link does not imply endorsement by Lumos Energy (Pty) Ltd of the site. Use of any such linked website is at the user's own risk.

7. Modifications

Lumos Energy (Pty) Ltd may revise these terms of service for its website at any time without notice. By using this website you are agreeing to be bound by the then current version of these terms of service.

8. Governing Law

These terms and conditions are governed by and construed in accordance with the laws of Johannesburg, South Africa and you irrevocably submit to the exclusive jurisdiction of the courts in that State or location.