COOKIES POLICY

for

EUROP ASSISTANCE WORLDWIDE SERVICES
(SOUTH AFRICA) PTY LTD
(HEREINAFTER REFERRED TO AS "EASA")

EFFECTIVE DATE: 22 April 2021

Version 1

COOKIES POLICY

Whenever you browse our Website, we receive and register certain types of data through "cookies".

We ("Europ Assistance Worldwide Services (South Africa) (Pty) Ltd") respect the privacy of all visitors to our website ("Website"). For the Europ Assistance Group, the protection of your personal data and your privacy is of critical concern. This is why we are committed to ensuring an appropriate level of protection for your personal data in accordance with the relevant legislation:

- Protection of Personal Information Act 4 of 2013 (PoPIA);
- the European legislation on the protection of personal data, in particular, Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data ("GDPR"); and
- Directive 2002/58/EC of the European Parliament and of the Council of 12 July 2002 concerning the processing of personal data and the protection of privacy in the electronic communications sector ("ePrivacy").

1. Summary of this Policy

Whenever you connect to our Website, we receive and save certain data via "cookies". When you first visit our Website, we set certain cookies on your Device (as defined in section [5] below).

Some of our cookies collect and process your personal data. More information about these cookies are contained in this policy and further details about our processing activities can be viewed in our Privacy Policy.

2. What are Cookies?

Cookies are small text files placed on your web browser on your computer, tablet or other Internet-connected device ("Device") that we transfer to your hard drive via your Internet browser. The information we collect is used for our own purposes and requirements. Cookies "remember" information about you and your visit(s) to our website. Certain cookies may also collect personal data about you from your Device.

Cookies can be "first party" which are cookies set by us, or "third-party" which are cookies that are placed on your Device by a third party when you visit our Website. Third-party cookies may be placed on your Device by a third party providing a service to us.

3. Why do we use Cookies?

We use cookies to distinguish you from other users of our Website. This helps us to provide you with a better experience when you visit our Website. It also assists us to make improvements to our Website.

Cookies enable the Website to remember your interactions and preferences over a period of time, so you don't have to keep re-entering them when you come back to the Website or browse from one page to another. For example, non-personal data relating to your Device such as language settings, font size settings, other display preferences or other information relating to your Device (e.g. the type of device being used to browse the Website). Cookies also help our Website to work faster and route information over your network.

4. Types of Cookies we use

Strictly necessary cookies: These are cookies that are strictly necessary for the operation of our Website. They include, for example, cookies that register the type and version of your browser and enable you to login to view registration-only content in our client hubs. For this reason, we do not require your prior consent to place these cookies on your Device. If you disable these cookies, then the Website will not function properly.

Functionality cookies: These are non-necessary and are used to recognise you when you return to our Website. By cookies recognising you, it enables us to personalise our content for you, including, where applicable, to remember choices you make (such as your username, language or the region you are in) and provide enhanced, more personal features. We are required to obtain your prior consent to use these cookies on your Device.

Analytical/performance cookies: These cookies are non-necessary and allow us to recognise visitors to our Website. These cookies also count the number of visitors to our Website and help us to understand how visitors use our Website. This information helps us to improve the way our Website works. For example, by ensuring that users find what they are looking for easily. This information is gathered anonymously - it is not to enable us to identify visitors to our Website. We use these cookies to determine the kind of content and services our visitors value the most. We are required to obtain your prior consent to use these cookies on your Device.

These cookies may be First Party Cookies or Third Party Cookies.

5. **More information about First Party Cookies**

We use certain first party cookies on the Website, these are used only by us and ensure that the website works properly.

Navigation Cookies: Our Website uses "navigation" cookies, which make it possible to simplify your visit to our Website and to improve the ergonomics of the dialogue between

our Website and your terminal. These navigation cookies are placed automatically without requesting your consent. You do not have to accept them, and you can configure your browser to refuse them. However, if you do not accept these navigation cookies, some services, offers or resources on our Site may not function correctly and your user comfort may be affected. These types of cookies will remain on your device for no longer than 90 days. Navigation Cookies collect certain information listed below: − Language and country of residence; Departure & return dates, name, address, email address, date of birth, country of residence, trip cost.

6. **More information about Third Party Cookies**

Third-party cookies are cookies which have been set on our Website but are not directly related to or overseen by us. These are categorised as analytical/performance cookies as described under Section 4 above. We set out more information about these cookies below:

Audience measurement cookies: We use Google Analytics to allow us to know, anonymously, how our Site is used and how it performs and thus improve the way it works (for example, most frequently viewed pages, average time on each page, etc.). These types of cookies will remain on your device for no longer than two years. Audience measurement cookies collect the information listed below:
- Time of visit, pages visited, and time spent on each page
- Referring site details (such as the URI a user came through to arrive at this site)
- Type of web browser
- Type of operating system (OS)
- Flash version, JavaScript support, screen resolution, and screen colour processing ability
- Network location and IP address.

7. **Controlling Cookies: Your Preferences and Consent**

We only deploy strictly necessary cookies upon the initial loading of our Website. All other types of cookies are non-necessary and we therefore need your prior consent to deploy them.

Non-necessary cookies help to maximise your experience when using our Website.
We request your prior consent to use non-necessary cookies via our Cookie Banner:

By clicking "Yes, I agree", you will consent to our use of all strictly necessary, functional and analytical/performance cookies; and by clicking "No, take me to settings", you can consent to some, all or none of our non-necessary cookies before they are deployed on your Device.

Once you set your cookie preference, you can change your preferences by withdrawing your consent at any time via our cookie banner / by clicking [INSERT LINK] here.

8. **Information Sharing**

This information is not sent outside our Group. We do not transfer or sell this data. We shall not disclose this data, except with your consent or if required by regulation or court order.

9. **How to deactivate your cookies?**

You may set your browser to block cookies, but this action may block our essential cookies and prevent our website from functioning properly, and you may not be able to fully utilise all of its features and services. Please note that you may also lose some saved information (e.g. saved login details, site preferences).

Each browser is configured differently. The procedure to follow to deactivate cookies is described in the help menu of your browser, which will inform you how to change your

cookie settings. Manufacturer's instructions for managing your browser cookie preferences can be found via the following links:

• Firefox   Cookies - Information that websites store on your computer | Firefox Help (mozilla.org)

• Google Chrome   Turn cookies on or off - Computer - Google Account Help

• Internet Explorer   Change security and privacy settings for Internet Explorer 11 (microsoft.com)

• Microsoft Edge   Microsoft Edge, browsing data, and privacy

• Opera   Web preferences - Opera Help

• Safari   Managing Safari cookies for Apple devices - Apple Support

For more information on how to manage cookies, please visit http://ec.europa.eu/ipg/basics/legal/cookies/index_en.htm.

10. Further Information and Questions

We may update this policy from time to time to reflect any changes in technology or legislation affecting the way we use cookies. Any updates to this policy will be posted to this page. You should check this page from time to time to ensure you are happy with our use of the cookies and to update your cookie preferences [where you have consented to our use of non-necessary cookies].

More information about how we protect and process your personal data can be found in our Privacy Policy. If you have any questions about this policy, please contact our Data Protection Officer by email at: EAGlobalDPO@europ-assistance.com. You can also contact him/her by mail at: Europ Assistance S.A. Irish Branch - Data Protection Officer: 4-8 Eden Quay, 4th floor, Dublin 1, D01 N5W8, Ireland.