

# Cardholder Privacy Policy



## Purchaser Privacy Information

At Springbok Services, Inc. ("Springbok", "we" or "us") we are committed to protecting the privacy of our customers, and we have developed this privacy policy to describe our privacy practices. This privacy policy applies only to information collected from or about cardholders, not to information collected from or about companies purchasing Cards.

"Personal Information" is information about you that is personally identifiable to you, like your name, address, e-mail address, or phone number, as well as other non-public information that is associated with the foregoing.

"Anonymous Information" means information that is not associated with or linked to your Personal Information; Anonymous Information does not permit the identification of individual persons.

"Card" means the prepaid card that Springboks offers to its customers.

We hope the policy below will answer all of your questions regarding how we treat information gathered from visitors to <http://www.MasterCard@giftcard.com> (the "Website"). Feel free to e-mail us at [privacy@springbokservices.com](mailto:privacy@springbokservices.com) with any questions you might have.

## Your Acceptance of these Terms

By using our Website or our Cards, you agree to accept the Springbok privacy policy. Make sure you read this policy carefully, because if you do choose to use our Website, you automatically agree to this policy. If you do not agree to this policy, please do not use our Website. We reserve the right, at our discretion, to change, modify, add, or remove portions of this policy at any time. Please check this page periodically for changes. Your continued use of our Website following the posting of changes to these terms will mean you accept those changes.

Your Personal Information may be processed by us in the country where it was collected as well as other countries (including the United States) where laws regarding processing of Personal Information may be less stringent than the laws in your country.

## What Information We Collect

We collect Personal Information about you from third parties that order Cards for your benefit and we collect Personal Information when you activate a Card, including your name, address, e-mail address. For some Cards, we also collect demographic and preference information, such as income and education levels, as specified on the page on which you activate such Card. We also collect information about transactions that are made by using the Card, including the Card number.

For fraud prevention, we do also collect the user's IP address, which is a number that is automatically assigned to your computer when you use the Internet. In some cases your IP Address stays the same from browser session to browser session; but if you use a consumer internet access provider, your IP Address probably varies from session to session.

We use cookies to provide our customers with streamlined ordering and other useful features. Cookies are pieces of information that are stored by your browser on your computer's hard drive. Cookies make Web surfing easier for you by saving your customer identification information while you're at our site. The use of cookies has become an industry standard used by most major websites. Most Web browsers automatically accept cookies, but you can usually change your browser to prevent that. Please continue to review our privacy policy from time to time so that you are aware of our current policy with respect to cookies.

We also periodically conduct surveys of visitors to our Website. This helps us better understand what our customers would like to see from us. We use this information for internal marketing research purposes. We

may contact a visitor who responded to a survey for more information, but only if that visitor has told us that they don't mind being contacted.

We may receive Personal Information about you from other sources like telephone, mail or fax. We may add this information to the information we have already collected from you via our Website in order to improve the services we provide and the products we offer.

#### Use and sharing of Information that You Provide

At Springbok we collect Personal Information only for the purposes of fulfilling orders, providing a high level of customer service, gaining knowledge internally regarding what our customers want and occasionally for mailing special offers and product updates from Springbok. If at any time you do not want to receive special offers and product updates from us, please see our opt-out email policy below for how to opt-out.

We do not give or sell Personal Information to any other party, except as described in this section and to those of our employees and agents who we rely on to handle this information on our behalf in accordance with the above purposes and as expressly described in this Privacy Policy.

We share your Personal Information with Sponsors to the extent necessary to provide our services to you. A "Sponsor" is a bank that issues and owns the prepaid card that you receive as part of our Service. This sharing of Personal Information with the Sponsors is necessary to use our Services.

We may also share the transaction history of a Card with third parties. If you do not want that we share such information, you can always opt out from this sharing by sending an e-mail to [privacy@springbokservices.com](mailto:privacy@springbokservices.com) indicating "opt out" in the subject line along with your account number or your name as it appears on your Card.

If you would like to know (1) the categories of Personal Information that we disclosed in the prior calendar year to third parties about you for the purposes of the third parties' marketing and/or (2) the names and addresses of such third parties, please contact us via email at: [privacy@springbokservices.com](mailto:privacy@springbokservices.com)

We may create Anonymous Information records from your Personal Information by excluding information (such as your name) that make the information personally identifiable to you. We may use this Anonymous Information to analyze inquiry, request and usage patterns so that we may enhance services and Website. Springbok reserves the right to use and disclose Anonymous Information to third parties in its discretion, including companies that we have special relationship with, such as any retailers and/or promotions companies that enable you to use our services, and by using our Service, you expressly concur to such sharing of Anonymous Information.

Although we currently do not have a parent company, any subsidiaries, joint ventures, or other companies under a common control (collectively, "Affiliates"), we may in the future. We may share some or all of your Personal Information with these Affiliates, in which case we will require our Affiliates to honor this Privacy Policy. We ask you to tell us when you do wish that we not share certain information, such as application information or credit reports, with any such Affiliate by sending an e-mail to [privacy@springbokservices.com](mailto:privacy@springbokservices.com) stating that you do not wish that we share such information with our Affiliates and indicating in the subject line of the e-mail "NO SHARING WITH AFFILIATES" or by calling 877-624-2457.

If our company or our assets are acquired by another company, that company will possess the Personal Information collected by us and it will assume the rights and obligations regarding your Personal Information as described in this Privacy Policy.

Regardless of any choices you make regarding your Personal Information (as described below), we may disclose your Personal Information while you are our customer and afterwards if we believe in good faith that such disclosure is necessary to (a) comply with relevant laws or to respond to subpoenas or warrants served on Springbok; or (b) to protect and defend the rights or property of Springbok or third parties.

## Opt-out e-mail policy

We ask that you tell us when you do not wish to receive periodic e-mails from us. We will only send e-mail for customer service purposes and to those visitors who have indicated that they wish to receive other types of e-mail from us. If at any time you wish to stop receiving e-mail from us, you can always remove your name from our mailing list by sending an e-mail to [privacy@springbokservices.com](mailto:privacy@springbokservices.com) indicating "NO E-MAIL" in the subject line along with your account number (for purchasers) or your name as it appears on your Card (for cardholders).

Despite your indicated e-mail preferences, you will continue to receive notices of any updates to our Terms of Use or Privacy Policy, emails for customer services issues, and notices about the services we provide to you.

## Regarding(Children)

We do not intentionally gather Personal Information about visitors who are under the age of 13.

## Security of the Information You Provide

Among our top priorities is keeping your Personal Information secure. We use Secure Sockets Layer (SSL) technology to encrypt all of your Personal Information before it is transmitted to us. You can tell you are sending information securely by the unbroken key icon or closed lock icon that should appear at the bottom of your internet browser's window (depending on what browser you use). These icons will appear when you are placing an order on our Website. In addition, you will see our site address change slightly, from http: to https: indicating a secure server connection is being used.

Additionally, access to your Personal Information is provided only to our employees and agents who have a need to know such information for the purpose of fulfilling your order and offering our high level of customer service. The computers that store your Personal Information employ firewall and security technology.

Even though Springbok has taken significant steps to ensure that your Personal Information is not intercepted, accessed, used, or disclosed by unauthorized persons, you should know that we cannot fully eliminate security risks associated with Personal Information.

If you prefer not to disclose your credit card information online, you can always place your order by calling 877-624-2457.

## Privacy Policy Updates

This Privacy Policy is subject to occasional revision, and if we make any substantial changes to it, we will post an alert on this page. If you object to any such changes, you must cease using our Website. Continued use of our Website following notice of any such changes shall indicate your acknowledgement of such changes and agreement to be bound by the terms and conditions of such changes.

This Policy was last updated in July 2006.

# Purchaser Privacy Policy

## CardHolder Privacy Information

At Springbok Services, Inc. ("Springbok", "we" or "us") we are committed to protecting the privacy of our clients, and we have developed this privacy policy to describe our privacy practices. This privacy policy applies only to information collected from companies purchasing Cards and services from Springbok.

"Personal Information" is information about you and your company that is personally identifiable to you or company, like your name, your company name, billing address, shipping address, tax identification number, e-mail address, industry information, and credit card number if you are paying by credit card when you place an order, or phone number, as well as other non-public information that is associated with the foregoing.

"Anonymous Information" means information that is not associated with or linked to your Personal Information; Anonymous Information does not permit the identification of individual persons.

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## Your Acceptance of these Terms

By using our Website or purchasing our Cards, you agree to accept the Springbok privacy policy. Make sure you read this policy carefully, because if you do choose to use our Website, you automatically agree to this policy. If you do not agree to this policy, please do not use our Website. We reserve the right, at our discretion, to change, modify, add, or remove portions of this policy at any time. Please check this page periodically for changes. Your continued use of our Website following the posting of changes to these terms will mean you accept those changes.

Your Personal Information may be processed by us in the country where it was collected as well as other countries (including the United States) where laws regarding processing of Personal Information may be less stringent than the laws in your country.

## What Information We Collect

In order to process your order efficiently and offer you the best service possible when you order Cards or services from Springbok we collect Personal Information about you and your company. We also collect information from Card recipients when you order Cards or when Cards are activated including the cardholder's name, address, phone number, and e-mail address. For some Cards, we also collect demographic and preference information, such as income and education levels, as specified on the page on which you activate such Card. We also collect information about transactions that are made by using the Card, including the Card number.

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We use cookies to provide our clients with streamlined ordering and other useful features. Cookies are pieces of information that are stored by your browser on your computer's hard drive. Cookies make Web surfing easier for you by saving your client identification information while you're at our site. The use of cookies has become an industry standard used by most major websites. Most Web browsers automatically accept cookies, but you can usually change your browser to prevent that. Please continue to review our privacy policy from time to time so that you are aware of our current policy with respect

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We do not give or sell Personal Information to any other party, except as described in this section and to those of our employees and agents who we rely on to handle this information on our behalf in accordance with the above purposes and as expressly described in this Privacy Policy.

We share your Personal Information with Sponsors to the extent necessary to provide our services to you. A "Sponsor" is a bank that issues and owns the prepaid card that you receive as part of our Service. This sharing of Personal Information with the Sponsors is necessary to use our Services.

We may also share the transaction history of a Card with third parties. If you do not want that we share such information, you can always opt out from this sharing by sending an e-mail to [privacy@springbokservices.com](mailto:privacy@springbokservices.com) indicating "opt out" in the subject line along with your account number or your name as it appears on your Card.

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We may create Anonymous Information records from your Personal Information by excluding information (such as your name) that make the information personally identifiable to you. We may use this Anonymous Information to analyze inquiry, request and usage patterns so that we may enhance services and Website. Springbok reserves the right to use and disclose Anonymous Information to third parties in its discretion, including companies that we have special relationship with, such as any retailers and/or promotions companies that enable you to use our services, and by using our Service, you expressly concur to such sharing of Anonymous Information.

Although we currently do not have a parent company, any subsidiaries, joint ventures, or other companies under a common control (collectively, "Affiliates"), we may in the future. We may share some or all of your Personal Information with these Affiliates, in which case we will require our Affiliates to honor this Privacy Policy. We ask you to tell us when you do wish that we not share certain information, such as application information or credit reports, with any such Affiliate by sending an e-mail to [privacy@springbokservices.com](mailto:privacy@springbokservices.com) stating that you do not wish that we share such information with our Affiliates and indicating in the subject line of the e-mail "NO SHARING WITH AFFILIATES" or by calling 877-624-2457.

If our company or our assets are acquired by another company, that company will possess the Personal Information collected by us and it will assume the rights and obligations regarding your Personal Information as described in this Privacy Policy.

Regardless of any choices you make regarding your Personal Information (as described below), we may disclose your Personal Information while you are our client and afterwards if we believe in good faith that such

disclosure is necessary to (a) comply with relevant laws or to respond to subpoenas or warrants served on Springbok; or (b) to protect and defend the rights or property of Springbok or third parties.

#### Opt-out e-mail policy

We ask that you tell us when you do not wish to receive periodic e-mails from us. We will only send e-mail for client service purposes and to those visitors who have indicated that they wish to receive other types of e-mail from us. If at any time you wish to stop receiving e-mail from us, you can always remove your name from our mailing list by sending an e-mail to [privacy@springbokservices.com](mailto:privacy@springbokservices.com) indicating "NO E-MAIL" in the subject line along with your account number (for purchasers) or your name as it appears on your Card (for cardholders).

Despite your indicated e-mail preferences, you will continue to receive notices of any updates to our Terms of Use or Privacy Policy, emails for client services issues, and notices about the services we provide to you.

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This Policy was last updated in October 2006.