

AUGEND PRIVACY STATEMENT

Last reviewed: 16 September 2026

1 ABOUT AUGEND

- 1.1 We are Augend Limited, a company incorporated in England & Wales under company number 14445689 whose registered office is at 4th Floor, 31 Dover Street, London, England, W1S 4ND. We trade as Augend (“we”, “us” or “Augend”).
- 1.2 Augend provides end-to-end business lending solutions software and services (Product) to banks and financial institutions located all over the world.
- 1.3 Augend uses Augend Enterprise Services Solutions (Pty) Ltd (AES) for sales and marketing activities. AES is based in South Africa with its registered office at 32 Impala Rd, Chislehurst, Sandton, Gauteng.
- 1.4 This policy covers the processing of personal data by Augend regardless of which entity is processing – Augend is responsible for the processing of data. To that end Augend is aware of the processes and systems used by AES. This will be monitored regularly so that Augend is satisfied that the privacy rights of data subjects are not compromised.

2 DATA AUGEND IS COLLECTING AND PROCESSING

- 2.1 Our website allows banks and businesses to get in touch with one of Augend’s banking experts and request information about Augend’s Products by filling out the interactive contact form.
- 2.2 The data Augend UK collects and processes thereby consists of
 - (a) the first and last name;
 - (b) the name of the bank/business;
 - (c) the location of the bank/business;
 - (d) bank/business telephone number and email address; and

(e) personalised message (optional).

(Contact Form Data)

- 2.3 The Contact Form Data is mainly business-related and contains very limited personal data. Since Augend is selling its Product exclusively to businesses and not individuals, only the business-related data is relevant for Augend's business purposes, but Augend acknowledges that the Contact Data submitted with little information disclosed regarding the employer's needs is likely to be personal data.

3 DATA USAGE AND SHARING

- 3.1 We are using the Contact Form Data to contact you, provide your employer with information about and market Augend's Product, schedule a demo and discuss any specific needs you might have in more detail.
- 3.2 We may also use the Contact Form Data to send you marketing or promotional material about any Product updates or more general information regarding our services and business.
- 3.3 We are sharing the Contact Form Data with AES. By clicking the submit button, an email containing the Contact Form Data will be sent to either our or AES's employees (Augend Team). One person of the Augend Team will then respond to your query.
- 3.4 We are relying on the lawful basis of legitimate interest for collecting, processing, and sharing the Contact Form Data as described above.

4 DATA SECURITY

- 4.1 We have put in place appropriate security measures to prevent the Contact Form Data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. Access to the Contact Form Data is limited to Augend's Team who have a business need to know and are subject to a duty of confidentiality.

5 DATA RETENTION

- 5.1 We are keeping the Contact Form Data for as long as it is necessary to fulfil the purpose we collected it for.
- 5.2 If you have entered into a contract with us, we are, by law, required to keep basic information about our customers for six years after they cease being customers for

tax purposes. Should you not have entered into a contract with us after receiving the information requested, we reserve the right to retain the Contact Form Data for up to 6 months to send you a follow up.

6 DATA STORAGE

The Contact Form Data is stored in the EU.

7 YOUR LEGAL RIGHTS

7.1 Under certain circumstances and subject to the exceptions set out in applicable data protection laws, you have the following rights in relation to personal data contained in the Contact Form Data (Personal Data):

- Request access
- Request correction
- Object to processing
- Request erasure
- Request restriction of processing
- Request a transfer
- Withdraw consent

If you wish to exercise any of the legal rights set out above, please contact Augend by sending an email to info@augend.io.

7.2 You will not have to pay a fee to exercise any of the rights set forth above, unless the request is unfounded, repetitive or excessive. Note that we may need to request certain information from you to help us confirm your identity as a security measure. We will try to respond to all legitimate requests within one month.

7.3 If, despite our commitment and efforts to protect Personal Data, you believe that privacy rights have been violated, you have the right to make a complaint at any time to the relevant supervisory authority (the UK regulator for data protection issues is the Information Commissioner's Office (ICO) (www.ico.org.uk)). We would, however, encourage and welcome you to turn to Augend first to seek a resolution before approaching a supervisory authority.