

Hexion Privacy Policy

1. Introduction

Hexion (“Hexion”, “we”, “us”, or “our”) is committed to protecting your privacy and ensuring the security of your personal data.

This Privacy Policy explains how we collect, use, disclose, and protect personal data in connection with:

- Our website
- Our cloud storage services
- Sales, marketing, and customer interactions

As a provider of cloud storage solutions, Hexion primarily processes data on behalf of its customers. We do not access or use customer-stored data except where necessary to provide, maintain, or support the Service.

2. Scope

This Privacy Policy applies to:

- Website visitors
 - Prospective customers
 - Customers and their authorised users
 - Business partners and suppliers
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3. Information We Collect

3.1 Information You Provide

We may collect personal data that you provide directly, including:

- Name and surname
- Email address
- Phone number
- Company name and role
- Billing and account information
- Communications with Hexion

3.2 Information Collected Automatically

When you interact with our website or services, we may collect:

- IP address
- Device and browser information
- Usage data and interaction logs
- Cookies and similar tracking technologies

3.3 Information from Third Parties

We may receive personal data from:

- Marketing platforms (e.g. lead generation forms)
- Business partners
- Publicly available sources

4. How We Use Personal Data

We use personal data for the following purposes:

- To provide and operate our services
- To manage customer accounts and billing
- To respond to enquiries and provide support
- To improve and develop our services
- To ensure platform security and prevent fraud
- To send relevant marketing communications (where permitted)

5. Legal Basis for Processing

Where applicable, we process personal data on the following legal bases:

- **Contract:** To provide services requested by customers
- **Legitimate Interests:** To operate, secure, and improve our business
- **Consent:** For marketing communications and certain data processing activities
- **Legal Obligation:** Where required by law

6. Customer Data (Data Processor Role)

Hexion provides cloud storage services and acts primarily as a **data processor** on behalf of its customers.

- Customers control the data stored within Hexion services
- Hexion does not access, use, or analyse customer data except:
 - To provide the service
 - To maintain system performance and security
 - Where required by law

Customers are responsible for ensuring that their use of Hexion services complies with applicable data protection laws.

7. Data Sharing

We may share personal data with:

- Service providers and infrastructure partners
- Payment processors
- Professional advisors
- Regulatory authorities where required by law

All third parties are required to handle personal data securely and in accordance with applicable laws.

We do not sell personal data.

8. International Data Transfers

Hexion may process personal data in multiple jurisdictions.

Where data is transferred internationally, we implement appropriate safeguards, such as:

- Contractual protections
 - Industry-standard security measures
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9. Data Security

Hexion implements appropriate technical and organisational measures to protect personal data, including:

- Access controls and authentication mechanisms
- Encryption of data in transit and, where applicable, at rest
- Monitoring and logging of system activity

While we take reasonable steps to protect data, no system can be guaranteed to be completely secure.

10. Data Retention

We retain personal data only for as long as necessary to:

- Fulfil the purposes outlined in this policy
 - Comply with legal and regulatory obligations
 - Resolve disputes and enforce agreements
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11. Your Rights

Depending on your jurisdiction, you may have rights to:

- Access your personal data
- Correct inaccurate information
- Request deletion of your data
- Restrict or object to processing
- Request data portability

To exercise these rights, please contact us using the details below.

12. Cookies

Hexion uses cookies and similar technologies to:

- Improve website functionality
- Analyse usage and performance

- Support marketing activities

You can manage cookie preferences through your browser settings.

13. Third-Party Links

Our website or services may contain links to third-party websites. Hexion is not responsible for the privacy practices of such external sites.

14. Changes to This Policy

We may update this Privacy Policy from time to time.

Updates will be posted on our website with a revised “Last Updated” date.

15. Contact Us

If you have any questions or requests regarding this Privacy Policy or your personal data, please contact:

Hexion

Email: info@hexion.co.za

16. Summary

Hexion is committed to:

- Protecting personal data
- Acting transparently
- Supporting customers in meeting their own data protection obligations

As a cloud storage provider, our role is to securely operate the platform while enabling customers to retain full control over their data.
