

## **East Cape Combustion (PTY) Ltd Privacy Notice**

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This is the Privacy Notice of East Cape Combustion (PTY)Ltd which applies to the Personal Information of East Cape Combustion's employees, customers, suppliers, contractors and visitors and any other natural or juristic person engaging with East Cape Combustion in any manner whatsoever. This notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act ("POPIA").

We are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

We collect and process your personal information mainly to contact you for the purposes of understanding your requirements and delivering services accordingly. For this purpose, we will collect contact details including your name and organisation. We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional. Website usage information may be collected using "cookies" which allows us to collect standard internet visitor usage information.

We will use your personal information only for the purpose for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes.

For example:

- To gather contact information;
- To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;
- In connection with legal proceedings.

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect our rights.

Considering the Protection of Personal Information Act, the lawful bases we rely on for processing personal information are:

- The data subject or a competent person where the data subject is a child consents to the processing;
- The processing is necessary to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
- The processing complies with an obligation imposed by law on the business;
- The processing protects a legitimate interest of the data subject;
- The processing is necessary for the proper performance of a public law duty by the business; or
- The processing is necessary for pursuing the legitimate interests of the business or of a third party to whom the information is supplied.

Your personal information is securely stored as we have put in place appropriate security measures to protect your personal information.

Our security measures include the following:

- Monitoring access and usage
- All personal information is stored securely on East Cape Combustion's premises in lock cabinets with controlled access.
- All personal information stored securely on our server are under strict controlled access.

Your personal information is kept for as long as:

The duration of the contract plus 5 years after termination of contract.

Documents will be shredded and electronic information will be discarded.

You have the right to request a copy of the personal information we hold about you. To do this simply contact us at the number/address as provided on our website and specify what information you require. We will need a copy of your ID document to confirm your identity before providing details of your personal information.

You have the right to ask us to update, correct or delete your personal information. We will only accept all changes made in writing. We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate.

If you have any concerns about our use of your personal information, you can make a complaint to us at the number/address listed on our website.

You can also complain to the SA Information Regulator if you are unhappy with how we have used your data.

The SA Information Regulator information:

- [www.inforegulator.org.za](http://www.inforegulator.org.za)
- Complete POPIA form 5 (available on their website) and email to [POPIAComplaints@inforegulator.org.za](mailto:POPIAComplaints@inforegulator.org.za)
- 010 023 5200