

PRIVACY STATEMENT

We respect your right to privacy and therefore aim to ensure that we comply with the legal requirement of the POPI Act which regulates the way we collect, process, store, share and destroy any personal information you have provided to us.

What information we collect:

- *Name & Surname;*
- *Home Address;*
- *Business Telephone number;*
- *Company details;*
- *Office Telephone number;*
- *Cellular Number;*
- *Email address*

We collect information directly from you when you provide us with your personal details. Where possible, we will inform you what information you are required to provide and what information is optional.

You agree to provide accurate and complete personal information. Should you fail to provide accurate personal information: we may refuse to process your request for services.

Why do we collect personal information?

We collect personal information to liaise with you telephonically, via our website, or via email so that we may:

1. respond to any query or comment received from you;
2. inform you of new services;
3. process, validate and verify information and requests for the supply of services;
4. uphold the purpose for which you specifically provided the information; and
5. improve your overall experience on our website.

Minors

If you are under 18 years of age (a minor), we will require the consent of your parent/ guardian/ competent person before we process such personal information.

Processing of Information

We will share your personal information:

1. to comply with applicable law or with legal process served on our company;
2. to protect and defend the rights or property of our company; and
3. with employees and/or third parties who assist us in providing services to you and thus require your personal information to render a proper and efficient service. We will ensure that all such employees and third-party service providers, having access to your personal information, are bound by confidentiality agreements.

Security Measures

We will:

1. treat your personal information as strictly confidential;
2. take appropriate technical and organisational measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure, or access;
3. promptly notify you if we become aware of any unauthorised use, disclosure, or processing of your personal information;
4. provide you with reasonable evidence of our compliance with our obligations under this policy upon reasonable request; and
5. not retain your personal information longer than the period for which it was originally required, unless we are required by law to do so, or you consent to us retaining such information for a longer period.

ALTHOUGH WE TAKE THE AFOREMENTIONED PRECAUTIONS IN PROTECTING YOUR PERSONAL INFORMATION, WE SHALL HOWEVER NOT BE LIABLE FOR ANY LOSS OR DAMAGE, HOWSOEVER ARISING, SUFFERED AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION IF BEYOND OUR REASONABLE CONTROL.

Collection of Information by “Cookies”

You are aware that information and data is automatically collected through the standard operation of the Internet servers and by “cookies”. “Cookies” are small text files a website can use to recognise repeat users, facilitate the user's ongoing access to, and use of, the website and allow a website to track usage behaviour and compile aggregate data that will allow content improvements and targeted advertising. Cookies are not computer programs or viruses. They cannot damage files, install software, or harm your device in any way. Generally, cookies work by assigning a unique number to you that has no meaning outside the assigning site. If you do not want information to be collected by cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature; however, you should note that cookies may be necessary to provide you with certain features (e.g., customized delivery of information) available on our websites.

Your rights

You have the right at any time to:

1. amend the personal information collected by us;
2. object to the processing of personal information (subject to legislation);
3. request the return or destruction of personal information (subject to legislation);
4. lodge a complaint with the company.

Personal information processed by us will not be routed/transferred to a third party in a foreign country or international organization, unless it is in line with any of our services or products offered by us, and in line with your requirements of such services and products.

If transferred, we will ensure that the recipient will be subject to law/agreement which provides similar protection to your personal information as the POPI Act.

All enquiries must be addressed to the Information Officer (Louis Kotze) who can be contacted via email at info@css-i.co.za or via telephone on 021 552 4559.

If you are not satisfied with our response to your query, you have the right to lodge a complaint with the South African Information Regulator. See the Information Regulator contact details below:

THE INFORMATION REGULATOR:

ADDRESS: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg

COMPLAINTS: POPIAComplaints@infoeregulator.org.za and/or

PAIAComplaints@infoeregulator.org.za

GENERAL QUERIES: enquiries@infoeregulator.org.za