

Privacy Notice

Introduction:

Cerotech Coatings KZN (Pty) Ltd understands that your privacy is important to you and that you care about how your personal information is collected, processed and stored. We respect and value the privacy of all our *clients*. We will only collect, process and store your personal information in ways that are described hereunder and in a way that is consistent with our obligations to you and your rights under the law.

Who we are:

Cerotech Coatings KZN (Pty) Ltd are **DOeL** Registered Asbestos Contractors, who specialise in waterproofing, painting and installation of new roofs in the industrial and commercial industry. We also offer corrosion protection to all roofing substrates, and are applicators of specialized industrial roof coating products – namely Reflectoshield.

Cerotech Coatings KZN (Pty) has an ongoing commitment to quality in all aspects of its business and has set objectives to service the market at market related prices and application excellence.

The type of personal information we collect:

We currently collect, process and store the following information from *clients*:

- Company Name, Registration Number and VAT Number.
- Postal Address, Physical Address, Email Address.
- Telephone number and Fax Number.
- Directors, Members, Partners or Proprietors Full Name, Residential Address, and Identity Number.
- Bank Account Information.

How we get the personal information and what we use is for:

Most of the personal information we collect, process and store is provided to us directly by you (by completing our documentation or via our website) for one or more of the following reasons:

- Under the POPI Act, we must always have a lawful basis for using personal information. This may be because the information is necessary for our performance of a contract with you, you have consented to our use of your personal information or because it is in our legitimate business interests to use it;
- Providing and managing your account;
- Supplying services to you. Your personal details are required for us to enter into a contract with you;
- Communicating with you. This may include us sending quotations and invoices to you via email, responding to emails or calls from you and/or providing an overall service to you;
- To attend to an enquiry which you have submitted to us

When will we process your personal information:

In terms of the Protection of Personal Information Act (POPIA), the justification grounds which we base our processing on consists of the following:

- The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent.
- 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.

Kindly note that where you refuse to grant consent to the processing of your personal information as indicated above, we are able to process your information in accordance with the POPI Act without your

specific consent.

How we store your personal information:

We will not keep your personal information for longer than is necessary considering the reason(s) for which it was initially collected. Your personal information will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

- We will keep personal information whilst you are an active customer and as a reference in our financial systems whilst you are an inactive customer for historical reference and tax purposes.
- For audit purposes all documentation is kept for a period of 7 years.

Your information is stored in a database. Where necessary, your personal information may be retained in hard copies. In either event, your personal information will be kept secure and audited regularly regarding the safety and the security of the personal information.

Once your personal information is no longer required to achieve a particular purpose and there is no legal obligation for us to retain your personal information, your information will be securely disposed of.

Your Data Protection Rights

What are your Data Protection Act rights?

- The right to be informed about the collection and the use of their personal data.
- The right to access personal data and supplementary information.
- The right to have inaccurate personal data rectified, or completed if it is incomplete.
- The right to erasure (to be forgotten) in certain circumstances.

Changes to this Privacy Notice:

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes or if we change our business in a way that affects personal information protection. Any changes will be communicated to you.

Contact details:

Name: Tom Gower

Physical Address: 1 Dickens Road, Umbogintwini, 4126

Postal address: PO Box 511, Umbogintwini, 4120

Phone Number: (+27) 31 9038533

E-mail: tom@ceratechkzn.co.za

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

Their contact details are as follows:

The Information Regulator (South Africa)

33 Hoofd Street
Forum III, 3rd Floor Braampark
P. O Box 31533
Braamfontein, Johannesburg, 2017

Complaints email: complaints.IR@justice.gov.za