

THE PROTECTION OF PERSONAL INFORMATION ACT

PRIVACY POLICY

This Policy explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”).

At **Combined Flooring (Pty) Ltd** we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

By interacting with **Combined Flooring (Pty) Ltd** through the site and providing your personal information to us, you acknowledge that you have read and understood this Privacy Policy and have agreed to the contents hereof. You furthermore authorise us to take any of the actions described herein insofar as your personal information is concerned.

During your interactions with us, it may happen that we need to process some information about you which may constitute personal information for purposes of POPIA, which may include accessing it, storing it, merging it with other information, deleting or destroying it, and possibly sharing it with third parties.

Please note that this Privacy Policy does not address, and we are not responsible for, the privacy, information or other practices of any third parties, including any third party operating any site to which these Sites contain a link. The inclusion of a link on the Sites does not imply endorsement of the linked site by us.

The information we collect

The following information may be collected from you

INFORMATION	PURPOSE
Company registration details	To identify the data subjects that we interact with
Address information	In order to contract obligations and for contact purposes.
Vat no	For invoicing
Contact information, e.g. telephone numbers, email addresses, etc.	To contact the data subject.
Financial and credit information	To invoice clients or customers for services rendered or material supplied.

If requested personal information is not provided to us, we may not be able to properly fulfil our functions or contractual obligations.

How information is collected and used?

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.

In some cases, especially if you are an organisation, we may need to obtain personal information relating to third parties (such as your office bearers or employees) from you. You hereby warrant that you have the express and informed consent of such third parties to provide us with any such information and indemnify us against any liability to such third parties, or any other party, as a result of a lack of such authorization.

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 purposes for which it was collected and agreed with you. For example, to fulfil your requests and contact you and to be able to invoice you correctly.

How do we disclose or share information?

We may disclose your personal information to our service providers or third parties 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.

Your information will not be sent outside of the country.

Information Security

The confidentiality and integrity of any personal information processed by us is subject to reasonable technical and organisational safeguards to prevent loss, damage, destruction or unauthorised access, having due regard to generally accepted information security practices and procedures. We will notify you, and the Information Regulator, should we suspect that a data breach has occurred.

We are not liable to you, or any other person, for any harm, loss, damage, destruction or unauthorized access that may occur despite our implementation of such reasonable safeguards.

How long do we retain your personal information?

In general, we only retain your personal information for the duration of our interactions with you and for a reasonable period thereafter, in order to facilitate further similar interactions. We are, however, in some cases legally required to keep certain information for specific periods of time, which usually does not exceed a period of 5 years.

Information that we retain for marketing or statistical purposes may be retained indefinitely, provided that you have authorised us to use the information for marketing purposes or, in the case of use for statistical purposes, that the information has been anonymized.

If we have to keep information for longer periods, we will only process it for purposes of storage or for purposes of evidence as required by legislation.

What Rights do you have?

You have the right to access, and to request us to correct, update or delete any personal information retained by us. We would appreciate it if you would keep your personal information accurate. To do this, simply contact us at the numbers/addresses as provided below.

How to contact us

Combined Flooring (Pty) Ltd has appointed an Information Officer who should be the first point of contact for any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information or any of the policies contained herein.

The Information Officer's details can be obtained from the Office.

The Information Regulator

The Information Regulator's office may be contacted for any queries regarding POPIA in general, or to lodge formal documentation. According to the Information Regulator's website, their contact details are as follows:

J D House,
27 Stiemens Street,
Braamfontein,
Johannesburg, 2001

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

General enquiries email: infoereg@justice.gov.za.

GLOSSARY OF TERMS

Below is a list explaining some of the commonly used terms in this Privacy Policy Statement:

Data Subject:

The person whose personal information is being processed by or on behalf of **Combined Flooring (Pty)Ltd**. In the policy documents forming part of this framework, data subjects are sometimes referred to as "you".

Information Officer:

The person internally tasked with ensuring compliance by the Responsible Party, provided that such role may have been delegated to one or more Deputy Information Officers.

Information Regulator:

The office established in terms of POPIA to oversee the implementation of, and compliance with POPIA.

PAIA:

The Promotion of Access to Information Act 2 of 2000.

Personal Information:

Any information that pertains to an identifiable Data Subject. POPIA lists many examples. These include things like contact information, information about a person's identity, health, religion, education, employment, biometric data, etc.

POPIA:

The Protection of Personal Information Act 4 of 2013.

Processing:

The actions taken in respect of personal information by the responsible party or on their behalf. This includes most forms of interaction with the records containing such information, such as creating new records, collecting, transmitting information, storing it, updating it and deleting or destroying it.

Operators:

Third party service providers who process personal information on behalf of **Combined Flooring (Pty) Ltd**.

Responsible Party:

The person who decides the reason and means by which personal info will be processed. In the context of this framework, **Combined Flooring (Pty) Ltd** is the responsible party.

Special Personal Information:

Certain types of personal information are classified as "special", which means in most cases that their processing is restricted and subject to additional requirements. Most relevant categories that are classified as "special" include information about a data subject's religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life, biometric information or criminal record. Information of children under the age of 18 will also be included in this definition.