

PIPER PUMPS (PTY) LTD PRIVACY NOTICE

Introduction:

Piper Pumps endeavours:

- To ensure that all the steps are followed regarding the processing of personal information;
- To ensure minimum conditions are executed for legal processing of personal information;
- To ensure that data protection is established according to standards;
- To ensure that Deputy Information Officers entitle and delegate processes to Information Officers of public bodies;
- To ensure that mandatory requirements are met for registration of Information Officer with the Information Regulator;
- To ensure that invasive marketing is prevented and people are protected from data breaches and cybercrime;
- To ensure that personal information is controlled and protected
- To ensure we enhanced transparency, discipline and conforming to our company values;
- To ensure we act according to our Code of Conduct that pursues fairness, integrity, care, due diligence, honesty and best interests of our clients;
- To ensure that we shared obligated information to 3rd parties for legal and regulatory purposes;
- POPIA changes do not affect any terms and conditions of your current agreement, only how we are required by law to process your personal information with will be standard practice.

As a valued stakeholder to Piper Pumps and in line with our organisational values and culture, we confirm that best endeavours are used in ensuring that all personal information we have received from our stakeholders is treated and preserved with confidentiality.

Your personal information in our possession will only be used for internal product and service design, point of sale and information after point of sale, complaints and claims handling, updating and related purposes.

Who we are:

PIPER PUMPS was established in 2005. We pride ourselves in service, quality and safety.

- 24 hour standby to assist in your pumping requirements
- Training programmes for our Clients
- Evaluates pump requirements
- Supply, repair and installation of all pump applications

The type of personal information we collect:

We currently collect and process the following information, including but not limited to:

- Client names;
- Addresses;
- Email details;
- VAT Numbers;
- Company registration numbers;
- Banking details

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

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Contractual obligations;
- Deliver Services to you

We may share this information with:

- Banking Institutions;
- SARS - verification purposes;
- Auditors;

When will we process your personal information:

In terms of Section 11 of the Protection of Personal Information Act (POPI), the justification ground which we base our processing on consist out 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.

How we store your personal information:

Your information is securely stored: on our server and at our premises.

We keep your information according to our data retention policy. We will then dispose your information according to our data destruction policy.

Your data protection rights:

- You are entitled to access your personal data by sending a written request to our Information Officer. We may charge you a fee for this service.
- You may also request us to correct or supplement any of your personal data which we will undertake as soon as practicable.
- Request the destruction of your personal data. We will consider your request in light of any other laws or regulations prohibiting us from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at yvonne@piperpumps.com if you wish to make a request.

Contact details:

Name: Piper Pumps (Pty) Ltd

Address: Unit 9A Fountains Industrial Park, 22 Dan Jacobs Street, Alrode, Alberton

Phone Number: (011) 864 5832

E-mail: yvonne@piperpumps.com

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at yvonne@piperpumps.com.

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