

Data Privacy Policy

Protecting your privacy is important to us

STAINLESS TRADING (Pty) Ltd processes the personal information of clients for whom we are providing a service and selling products to. We take our responsibility under The Protection of Personal Information Act 4 of 2013 (also known as POPIA) seriously, and we have therefore put in place strict measures to ensure that any personal information we receive whilst providing a service and selling products to is kept secure and is used only for the purpose for which it was collected.

What is POPIA about?

POPI prescribes a set of conditions and principles that regulate the collection, processing and use of personal information and ensures the lawfulness of such actions. These principles and conditions have been enacted (made to law) to promote the constitutional right to privacy contained in section 14 of the South African Constitution and to protect a person's personal / juristic information and the use of this information including the use of this information by third parties.

Importantly, POPI protects persons/juristics from suffering damage and harm by requiring entities and parties who receive their personal details to protect the confidentiality and integrity of such information. POPI therefore places an important responsibility on parties who collect, use, and destroy personal information, and provides rights and solutions to persons/juristics whose rights have been infringed in terms of POPI. It requires the relevant parties dealing with personal information to take care of such information and protects the general public against the incorrect and unauthorised use of their personal information, whether used for purposes of identity theft, abusive marketing practices or other unauthorised purposes. It is important to be aware that POPI does not aim to stop the flow or sharing of personal information, but rather aims to establish and set guidelines and rules for how this must be done in line with

international standards, to protect the privacy of the persons whose personal information is being processed.

Terms and Definitions

***Data Subject:** The individual/juristic whose personal data is being processed and to whom personal information relates.

***Responsible Party:** The responsible party is the individual or company, either public or private, that processes personal information and determines its purpose.

***Operator:** A responsible party should not be confused with an operator who is a person processing the information on the instruction of the responsible party by contract or mandate and is not under the direct authority of the responsible party. When personal information is processed by an operator the responsible part remains responsible for the processing.

***Personal Information:** In terms of POPI, personal information is any information relating to an identifiable, living natural person and, if applicable, to an existing identifiable juristic person (which is known as a data subject). Personal information may therefore include but is not limited to any of the following-information relating to race, gender, sexual orientation, medical history, religion, beliefs, disabilities, marital status, pregnancy, language, education, finances, employment history, online identifiers, pseudonyms, physical address, telephone numbers, and biometric information. If processing a name of a person reveals that the persons personal information, then the name is also considered personal information.

***Processing:** The processing of personal information involves any collection, use, storage, deletion, or destruction of personal information.

MISSION

STAINLESS TRADING (Pty) Ltd is strongly committed to protecting your privacy and complying with your choices. Both personal and non-personal information collected is safeguarded according to the highest privacy and data protection standards adopted worldwide.

- Your information will not be shared, rented, or sold to any third party.
- We use state-of-the-art security measures to protect your information from unauthorized users.
- We give you the possibility to control the information that you shared with us (opt-out)

1. Notice

We will clearly inform you when information that personally identifies you ("personal information") is asked for and you will have the choice to provide it or not.

2. Usage

We use your personal information for the following purposes:

- To provide you information that will allow you to interact with STAINLESS TRADING(Pty)Ltd
- To automatically customize your documents with your information
- To alert you of updates, discounts, new products, or other services from STAINLESS TRADING(Pty)Ltd

We collect your personal information when you request a products from STAINLESS TRADING (Pty) Ltd. We also collect your email to send you any communication.

We will also collect information as per your Credit Application form that you have completed and signed.

The data is stored as per data retention laws, and which comply with POPI. The data stored is also stored for statistical purposes.

3. Consent

When you provide your personal information, you consent that it can be used for the above purposes and that STAINLESS TRADING (Pty Ltd) is an authorized holder of such information.

Information we collect from others:

If the law requires us to do so, we will ask for your consent before collecting personal information about you from third parties.

The third parties (which may include parties we engage with as independent responsible parties, joint responsible parties, or operators) from whom we collect information about you, include, but are not limited to

- *Appointed third parties
- *Service providers.
- *Agents.
- *Advisers.
- *Employers.
- *Business partners.
- *Other financial services providers, payment processing service providers, and credit bureaux.
- *Attorneys, tracing agents, debt collection agencies.
- *Government departments, regulatory authorities, ombuds, tax authorities, courts of law or tribunals, law enforcement and fraud prevention agencies.
- *Attorneys, tracing agents, debt collectors and other persons that assist with the enforcements of agreements.
- *Payment processing services providers
- *Law enforcement and fraud prevention agencies, and other persons tasked with the prevention and prosecution of crime.
- *Regulatory authorities, industry ombuds, government departments, and local and international authorities.
- *Credit bureaux
- *Trustees, executors, or curators appointed by law.
- *Courts of law or tribunals
- *Participating partners.
- *Social media platforms.
- *Online search engine providers

4. Access to Your Information

You are entitled to review the personal information you have provided us and ensure that it is accurate and current at all times

You have the right to request access to the personal information that we hold about you. This includes requesting:

- *Confirmation that we hold your personal information, or
- *Requesting a copy or description of the record containing your personal information.
- *The identity or categories of third parties who have had access to your personal information.

5. Security of Information

STAINLESS TRADING (Pty)Ltd is strongly committed to protecting your information and ensuring that your choices are honoured. We have taken strong security measures to protect your data from loss, misuse, unauthorized access, disclosure, alteration, or destruction. All sensitive data is stored behind multiple firewalls on secure servers with restricted employee access.

6. What We Do with the Information You Share

Your information is never shared outside the company without your permission. Inside the company, data is stored behind multiple firewalls on secure servers with restricted user access.

We may on occasion require the help of other companies to provide limited services on our behalf, such as IT, support, and processing of Personal Information. We will only provide such companies with the information required for them to perform these services; these service providers are bound by strict privacy policies and are prohibited from using your information for any other purpose.

In very rare instances STAINLESS TRADING (Pty)Ltd may disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the law of the Republic of South Africa or comply with legal process served on STAINLESS TRADING (Pty)Ltd and (b) protect and defend the rights of STAINLESS TRADING (Pty)Ltd and (c) act in urgent circumstances to protect the personal safety of users of STAINLESS TRADING (Pty) Ltd, its websites, or the public.

7. How to Opt-Out

We provide users with the opportunity to opt-out from receiving updates on our products, newsletters, and other communications from us. You can opt-out by clicking on the link provided in our electronic mailings or by contacting us at the address at the bottom of this Policy.

8. Does STAINLESS TRADING (Pty) Ltd Privacy Policy Apply to Linked Websites?

Our Privacy Policy applies solely to information collected on our website.

The Site contains links to web sites of third parties. STAINLESS TRADING (Pty)Ltd is not responsible for the actions of these third parties, including their privacy practices and any content posted on their web sites. We encourage you to review their privacy policies to learn more about what, why and how they collect and use personal information. STAINLESS TRADING (Pty) Ltd adheres to industry recognized standards to secure any personal information in our possession, and to secure it from unauthorized access and tampering. However, as is true with all online actions, it is possible that third parties may unlawfully intercept transmissions of personal information, or other users of the Site may misuse or abuse your personal information that they may collect from the Site.

9. Changes to This Policy

If we make changes to our Privacy Policy, we will post these changes here so that you are always aware of what information we collect, how we use it and under what circumstances, if any, we disclose it. If at any point we decide to use your information in a manner different from that stated at the time it was collected, we will notify you by email.

10. Enforcement of Policy

If for some reason you believe STAINLESS TRADING (Pty) Ltd has not adhered to these principles, please notify us and we will do our best to promptly make corrections.

You have the right to escalate a complaint to the information regulator in instances where the complaint warrants the attention of the regulator, as provided for by the Protection of Personal Information Act of 2013

Contact Information

The Information Regulator of South Africa is based at:

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
P.O Box 31533, Braamfontein, Johannesburg, 2017

General enquiries email: inforeg@justice.gov.za.
Complaints email: POPIAComplaints.IR@justice.gov.za
and
PAIAComplaints.IR.@justice.gov.za

11. Questions or Comments

If you have questions or comments about this privacy policy, please email us or write us at:

STAINLESS TRADING (Pty) Ltd

14 Bridgeway Business Park; Sam Green Rd; Tunney Ext 8; Meadowdale; Germiston

General Email Address: tania.shepherd@stainlesstradingsa.com

Website: www.stainlesstradingsa.com