



ENGINEERED RUBBER. **PRECISION QUALITY.**

Reg. No. 2018/611814/07

134 Hastings Avenue, Corner Hastings and Railway Road, Brakpan, 1540

Tel: 011 918 0940 E-mail: info@rubberpro.co.za

The Rubber Processors (PTY) Ltd Privacy Notice

Introduction:

The Rubber Processors is dedicated to protecting the privacy and confidentiality of personal information. Our privacy notice applies to any member of, and / or visitor to, our services. The Rubber Processors, has developed this privacy notice to enable its clients to understand how we collect, use, and safeguard their personal information.

Who we are:

The Rubber Processors is an industry expert, ready to assist any South African business in all their Customer Rubber Compounding needs. We are committed to providing the best levels of Custom Rubber Compounding needs to the industry.

The type of personal information we collect:

Personal information includes any information that lets The Rubber Processors identify you, such as your name/s and surname combined with your physical address, contact details and/or passport/identity number. In terms of South African legislation, personal information also refers to the personal information that identifies legal entities, such as the trading name of a company combined with the company registration number. In terms of South African legislation, special personal information refers to Information regarding race or ethnic origin, religious and philosophical beliefs, political persuasion, trade union membership, health or sex life, biometric information or any criminal behaviour which relates to alleged criminal offences or proceedings. The group collects personal information about its clients, what information is collected depends on how you elect to interact with us. These interactions include but are not limited to filling in contracts, email correspondence, telephone correspondence, instant messaging platforms. Information includes what clients tell the us about themselves, what we learn by having a client or when a client makes use of a specific product or service.

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

Information you provide to us:

DIRECTORS: F J DE LANGE, J DE LANGE, J M VIPOND

- Directly from you;
- Based on your use of our products, services;
- Based on how you engage or interact with us, such as on social media, and through e-mails, letters, telephone calls, and surveys;
- From third parties affiliated with our services;
- From entities within our group.

Information we collect from others:

When will we process your personal information:

In terms of the Protection of Personal Information Act (POPIA), 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.

When will we process your special personal information:

Special personal information refers to the following categories of information:

- Religious and philosophical beliefs;
- Race;
- Ethnic origin;
- Trade union membership;
- Political beliefs;
- Health including physical or mental health, disability and medical history;
- Biometric information;
- Criminal behaviour where it relates to the alleged commission of any offence or the proceedings relating to that offence.

The Rubber Processors will process special personal information in the following instances:

- You have consented to processing it (in circumstances where we are legally obliged to obtain your consent); or
- It is necessary to exercise or defend a right or obligation in law; or
- It is necessary to comply with an international legal obligation of public interest; or
- It is for certain historical, research or statistical purposes that would not adversely affect your privacy; or
- You have deliberately made your personal information public.

How we use your information:

Services:

We use the data we have about you (e.g. the data you provide, data we collect from your engagement with our services and inferences we make from the data we have about you), to recommend relevant products for your specific needs. We furthermore use your data to render the requested services to you.

Communications:

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We will contact you, as well enable communications between yourself and our service department. We will contact you through e-mail, mobile phone, including text messages and instant messaging services.

Sensitive and Special Personal Information:

We will only use your sensitive and special personal information in so far as we are permitted by Law to do so.

Marketing:

The group will promote our services to you. We use our in-depth knowledge of the industry to improve our products to you. In the event that a new product or a new version of product becomes available we will communicate this with you. Communication in this regard will mainly be via telephone but could include SMS email and fax.

Developing Services and Research:

We develop our Services and conduct research. Services development: We will retain and evaluate information on your recent purchases and submission of samples to evaluate your needs and requirements for products and solutions.

Client Support:

We use your data to help you and respond to queries. We use the data (which can include your communications) to investigate, respond to and resolve complaints and service issues (e.g. optimisation of the product to your needs).

Aggregate Insights:

We use data to generate aggregate insights. We use your data to produce and share aggregated insights that do not identify you. For example, we may use your data to generate statistics about our members, their profession or industry, to calculate ad impressions served or clicked on, or to publish visitor demographics for a Service or demographic workforce insights.

Security and Investigation:

We use data for security, fraud prevention and investigations. We use your data (including communications) if we think it is necessary for security purposes or to investigate possible fraud or other violations of this privacy notice and / or attempts to harm our members or visitors.

Collection:

Enforcing our obligations, including without limitation to the collection of amounts outstanding from you for services rendered by us.

How we share your information:

Related Services:

We share your data across our different service departments.

Third Party Service Providers:

We may make use of third party service providers to assist us with our services. They will have access to your information as reasonably necessary to perform these tasks on our behalf and are obligated not to disclose use it for other purposes. Where required, each member of the group may share a customer's personal information with the following persons, which may include parties that the group engages with as independent responsible parties, joint responsible parties or operators.

- Information technology, photocopiers;
- Employers organisations;
- Government institutions;
- Financial administrators;
- Verification agencies.

Legal Disclosures:

We may need to share your information when we believe it is required by law, legal process or to help protect the rights and safety of you, us or others. We attempt to notify members about legal demands for their personal data when appropriate in our judgment, unless prohibited by law or court order or when the request is an emergency. We

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may dispute such demands when we believe, in our discretion, that the requests are overbroad, vague, or lack proper authority, but we do not promise to challenge every demand.

How we store your personal information:

Your information is securely stored: In a secure cloud environment, with the relevant safe guards to ensure its security and privacy

We keep your information in perpetuity We will then dispose your information by special request, provided your request does not contravene any South African Laws.

Your data protection rights:

- You are entitled to access your personal data by sending a written request to Jon Vipond (popi@rubberpro.co.za). We may charge you a fee for this service as set out in terms of Condition 8 of POPIA.
- You may also request The Rubber Processors (PTY) Ltd to correct or supplement any of your personal data which The Rubber Processors (PTY) Ltd will undertake as soon as practicable.
- Request the destruction of your personal data. Jon Vipond will consider your request in light of any other laws or regulations prohibiting The Rubber Processors 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 popi@rubberpro.co.za, (Jon Vipond) if you wish to make a request.

Changes to our privacy notice:

Changes to the privacy notice apply to your use of our services. The Rubber Processors can modify this privacy notice. When material changes are made, we will provide notice through our services, or by other means, to provide you the opportunity to review the changes before they become effective. You acknowledge that your continued use of our services, after we publish our changes to this privacy notice, means that the collection, use and sharing of your personal information is subject to the updated privacy notice.

Other important information:

Security:

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need-to-know. They will only process your personal information on our specific instructions, and they are subject to a duty of confidentiality.

Contact details:

Name: Jon Vipond

Address: 134 Hastings Avenue, Brakpan

Phone Number: 011 918 0940

E-mail: popi@rubberpro.co.za

How to complain:

DIRECTORS: F J DE LANGE, J DE LANGE, J M VIPOND

If you have any concerns about our use of your personal information, you can make a complaint to us at Jon Vipond, popi@rubberpro.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