	PRIVACY POLICY	
	Doc. No. HR1.1	Revision 1.0
	Prepared By: Natal Pump Services (Pty Ltd)	Date: 30th June 2021
	Approved By: Edward Booth	Date: 30th June 2021
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PRIVACY POLICY

General contact details:

- Postal address: P.O. Box 587, Pinetown, 3600
- Physical address: Unit 3, Bamard Industrial Park, 36 Alexander Road, Westmead,
- E-mail address: reception@natalpumps.co.za
- Telephone number: 031-701-3261
- Internet site address: <https://natalpumps.co.za>

Contact details of the Information Officer:

- Name of Information Officer: Edward Booth
- Role: Financial Accountant
- Postal address: P.O. Box 587, Pinetown, 3600
- Physical address: Unit 3, Bamard Industrial Park, 36 Alexander Road, Westmead, KZN
- E-mail address: Edward@natalpumps.co.za
- Telephone number: 031-701-3261
- Internet site address: <https://natalpumps.co.za>

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1. PURPOSE

This privacy notice is meant to help you understand how we collect, use, share and protect your personal information. Natal Pump Services (Pty) Ltd subscribes to the conditions of the Protection of Personal Information Act (POPIA) as well as the principles set out in Section 51 of the Electronic Communications and Transactions Act 25 of 2005 to make sure that you are always protected when supplying us with personal information.

2. SCOPE

This policy applies to the business of Natal Pump Services (Pty) Ltd wherever it is conducted, but based at the registered office. It applies to paid staff and how information is shared with third parties.

3. RESPONSIBILITY

This policy applies to information relating to identifiable individuals, in terms of the Protection of Personal Information Act, 2013 (hereinafter POPI Act).

4. DESCRIPTION OF PROCEDURE

The Protection of Personal Information Act 9 (POPIA) describes personal information as information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person.

The person to whom personal information relates is referred to as the "data subject".

5. TYPES OF PERSONAL INFORMATION COLLECTED

The type of information we collect will depend on the purpose for which it is collected and used. We will only collect information that we need for that purpose. When personal information is collected, the company will indicate the purpose for the collection and whether the information required is compulsory or voluntary.

Examples of personal information include, but are not limited to, contact information, email addresses, information relating to race, gender, age, contact details, identity number, name, language and nationality.

6. HOW WE COLLECT PERSONAL INFORMATION

The company collects information either directly from the data subject, the employer or through intermediaries. The source from which personal information was obtained, if not directly from the data subject, will be disclosed.

7. USE OF PERSONAL INFORMATION

After obtaining consent, the personal information collected or held by Natal Pump Services (Pty) Ltd may be used, stored, transferred or disclosed or shared only for the purposes for which it was collected or agreed with you. This may include:

- Invoicing
- Providing on-going administration services for the duration of the contract;
- Fulfilling a transaction on request of a data subject;
- To respond to your inquiries and/or complaints;
- To confirm and verify your identity or to verify that you are an authorised person for security purposes;
- For detection and prevention of fraud, crime, money laundering or other malpractice.

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We may disclose your Personal Information to our business partners who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with these privacy terms.

We may share your Personal Information with, and obtain information about you from:

- Third parties for the purposes listed above;
- Where we have a duty or a right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect our rights.

Records of personal information will be retained for the period necessary for achieving the purpose for which the information was collected

8. SECURING PERSONAL INFORMATION

Natal Pump Services (Pty) Ltd processes the data of data subjects in a proper manner and shall take appropriate security measures to prevent loss of, damage of personal information, unauthorised access, disclosure, modification, or unauthorised destruction of the data. The company will store all the personal information in secured environments, for example on secured servers in a protected data centre.

9. RIGHT TO ACCESS AND RECTIFY PERSONAL INFORMATION COLLECTED

You have the right to request to review your personal information contained by Natal Pump Services (Pty) Ltd at any time to correct or update the information. If the purpose for which your personal information was requested initially does not exist anymore, for example you no longer have an active contract, you may request information held by the company to be removed. However, Natal Pump Services (Pty) Ltd can decline your request to delete the information from its records if other legislation requires the continued retention thereof or if it has been de-identified.

If you would like to obtain a copy of your personal information held by Natal Pump Services (Pty) Ltd, please contact the company Director or Regulation Officer.

10. RIGHT TO LODGE A COMPLAINT TO THE INFORMATION REGULATOR

Any person may submit a complaint to the Regulator alleging interference with the protection of the personal information of a data subject.

How to contact us:

This Privacy Notice applies to Natal Pump Services (Pty) Ltd, incorporating all its operating entities. Please direct any questions, complaints or concerns regarding this privacy notice, data privacy and our treatment of your Personal Information to the following: edward@natalpumps.co.za or melanie@natalpumps.co.za

Upon receiving your request, we will contact you directly, investigate your request, and work to address your concerns. We will respond to your request without undue delay. We reserve the right to take reasonable steps to verify your identity prior to granting access or processing changes or corrections.

11. INFORMATION REGULATOR

You have the right to complain to the Information Regulator, whose contact details are:
Tel: 012 406 4818, Fax 086 500 3351, and email info@justice.gov.za

12. METHODS OF PROCESSING

Data processing is carried out using computers and/or IT-enabled tools, following organisational procedures and modes strictly related to the purposes indicated. In some cases, the data may be accessible to certain types of persons in charge, involved with the operations inside Natal Pump Services (Pty) Ltd or external parties (such as third-party technical service providers, mail carriers, hosting providers, IT companies, communications agencies, external Accountants, and Auditors) appointed, if necessary.

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13. OUR WEBSITE

- We take reasonable and necessary precautions to secure your transactions on our website - however, we cannot guarantee the confidentiality of your transactions.
- Using this website is entirely at your own risk.
- Natal Pump Services (Pty) Ltd will not be held legally responsible for any personal information that you reveal to a third party, which has a link on the website. It is important that you refer to that third party's privacy notice before you reveal any of your personal information.

14. ANALYTICS

- Services contained in this section enable Natal Pump Services (Pty) Ltd to monitor and analyse web traffic and can be used to keep track of user behaviour.

15. COOKIES

A cookie is a small text file stored on your device by the website you are visiting. Our website may make use of cookie and tracking technology, where information that you send while on the website, is saved on your hard drive. This allows the Natal Pump Services (Pty) Ltd website to recognise you on your next visit. This technology is useful for gathering information, such as the type of browser and operating system you use. The information will enable us to track the number of visitors to our website and understand how visitors use it. Personal information cannot be collected via cookie technology.

You can limit the collection of your information by disabling cookies on your browser. You may also be able to modify your browser settings to require your permission each time a site attempts to set a cookie. However, Natal Pump Services (Pty) Ltd relies on cookies to enable certain functionality. If you choose to disable cookies, you will still have access to the website and its functions, but some of the services available on our website may not work properly.

This privacy notice may be amended from time to time without any notice to you. Every time you use our website, you are automatically bound to the privacy notice that is current at that moment.

16. DISCLAIMER

Apart from the provisions of sections 43(5) and 43(6) of the Electronic Communications and Transactions Act, as amended, Natal Pump Services (Pty) Ltd nor any of its agents or representatives shall be liable for any damage, loss or liability of whatsoever nature arising from the use or inability to use this web site or the services or content provided from and through this web site.

Furthermore, Natal Pump Services (Pty) Ltd makes no representations or warranties, implied or otherwise, that, amongst others, the content and technology available from this website are free from errors or omissions or that the service will be 100% uninterrupted and error free. Users are encouraged to report any possible malfunctions and errors to the webmaster.

Information, ideas and opinions expressed on this site should not be regarded as professional advice of Natal Pump Services (Pty) Ltd, but users are encouraged to consult professional advice before taking any course of action related to information, ideas or opinions expressed on this site.

17. SECURITY BREACH

Natal Pump Services (Pty) Ltd continually updates its security systems. We have developed a procedure we follow if we have a security breach as defined in section 22 of POPIA. Part of this procedure is we will let you know about it as soon as possible and also outline the next steps to protect yourself. We will also notify the Information Regulator and if appropriate the South African Police Services so they can take necessary action.

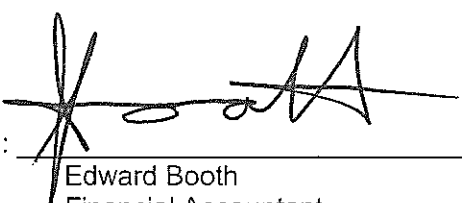
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16.EXCEPTIONS TO POLICY

There are no exceptions from this policy.

Revision History:

Revision	Date	Description of changes	Requested By
1.0	30/06/2021	Initial Policy Release	Edward Booth

Approved: 
 Edward Booth
 Financial Accountant