

Privacy Policy

Welcome to Eltra Africa's South Africa Privacy Policy

The Protection of Personal Information Act, 2013 ("POPI"), fully came into effect on 1 July 2021, bringing with it several obligations we are committed to upholding. Protecting your personal information is a top priority for us, and we have implemented robust measures to ensure your data remains secure and private. This document serves as both our privacy policy and a data subject notification in terms of section 18 of POPI. It will explain what personal information we collect, why we collect it, how we use it, and the safeguards in place to protect it.

When we refer to "process," we mean the collection, use, storage, updating, disclosure, or any other handling of your personal information. As a rule, we only process your personal data when necessary to provide a service, offer a product, or complete a transaction. We may also combine your information for any purposes outlined in this Privacy Policy. References to "we," "us," or "our" refer to Eltra Africa (Pty) Ltd, and by using our services, products, or goods, you consent to the processing of your personal information as detailed here. Please note that we may update this Privacy Policy from time to time in response to legal or business changes, with the version displayed on our website at the time of your interaction being the applicable one.

What is personal information?

We shall only collect the following personal information about you:

1. Client Information
 - ♣ Contact Details: Name, surname, phone number, email address, and physical address.
 - ♣ Identification Details: ID number or passport number (if required for contracts).
 - ♣ Billing Information: Bank details, VAT number, and other payment-related data.
 - ♣ Order History: Details of past purchases, quotations, and service preferences.
 - ♣ Correspondence: Emails, messages, and other communications.
2. Employee Information
 - ♣ Personal Details: Full name, ID/passport number, date of birth, gender, marital status, dependents.
 - ♣ Contact Information: Residential address, phone number, email address.
 - ♣ Employment Records: Employment contract, job title, performance reviews, training history.
 - ♣ Financial Information: Banking details for salary payments, tax numbers, UIF, and benefits.
 - ♣ Next of Kin Details: Emergency contact information.
3. Supplier and Service Provider Information
 - ♣ Company Details: Company registration number, VAT number.
 - ♣ Contact Information: Contact person's name, email, phone number.
 - ♣ Banking Information: For payments and account management.
4. Website User Information
 - ♣ Online Identifiers: IP address, browser type, cookies, and other tracking technologies used on the website.
 - ♣ Contact Details: Information submitted via contact forms, such as name, email, and message content.

Is the supply of the personal information voluntary or mandatory?

To effectively conduct its business operations, Eltra Africa Pty Ltd may need to collect personal information from individuals. In some cases, this information is legally required, and we are obligated to collect it to meet our legal responsibilities. Failure to provide this information may prevent us from continuing our business relationship. In

other cases, providing personal information is voluntary and not mandated by law. However, we may still require this information to deliver our products and services. Without it, we may be unable to engage in business with you.

Mandatory Personal Information

1. Basic Conditions of Employment Act, No 75 of 1997
 - Personal details such as name, identification number, work address, and employment contracts are required for compliance with employment conditions like working hours, leave, and remuneration.
2. Continuing Education and Training Act (FET Colleges Act) 16 of 2006
 - Personal information about students or educators, including academic records and qualifications, would be necessary for compliance with the regulation of further education institutions.
3. Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
 - Employee details, including work-related injury or illness information, must be collected for compensation claims.
4. Employment Equity Act, No. 55 of 1998
 - Collection of demographic information such as race, gender, and disability status to ensure compliance with employment equity reporting.
5. Income Tax Act, No. 58 of 1962
 - Taxpayer identification numbers (TIN), income details, and tax contributions for reporting employee taxes and employer obligations.
6. Labour Relations Act, No. 66 of 1995
 - Personal details of employees (name, contact information, and employment history) to comply with labor relations, including dispute resolutions and employment agreements.
7. National Credit Act, No. 34 of 2005 and Credit Agreement Act, No. 75 of 1980
 - Personal credit information, including financial standing and credit history, where applicable, particularly in situations involving credit agreements for services or products.
8. NQF Act No. 67 of 2008
 - Information about qualifications and education levels of employees or students in order to align with the National Qualifications Framework.
9. Occupational Health and Safety Act No. 85 of 1993
 - Health and safety records of employees, such as details related to workplace incidents and safety training certifications.
10. Pension Funds Act, No. 24 of 1956
 - Personal financial details related to pension contributions and beneficiary information.
11. Skills Development Act 97 of 1998
 - Employee training and development information, including skills assessments, qualifications, and participation in training programs.
12. Unemployment Insurance Act, No. 63 of 2001
 - Employee details, including employment start and end dates, salary, and UIF contributions for compliance with unemployment insurance.

13. Financial Intelligence Centre Act, No. 38 of 2001
 - Identification and verification information to comply with anti-money laundering (AML) and counter-terrorism financing regulations.
14. Criminal Procedure Act, No. 51 of 1977
 - Criminal background checks for employees or individuals in certain sensitive roles, if required by law or business necessity.
15. Debt Collectors Act, No. 114 of 1998
 - Personal information needed for any potential debt collection services or actions related to outstanding payments.
16. Prevention of Organised Crime Act No. 121 of 1998
 - Information to prevent organised crime, such as records of large transactions or other suspicious activities, especially in financial dealings.

When will we process your personal information?

We will only process your personal information for lawful purposes relating to our business if the following applies:

- if you have consented thereto.
- if a person legally authorised by you, the law, or a court, has consented thereto.
- if it is necessary to conclude or perform under a contract, we have with you.
- if the law requires or permits it.
- if it is required to protect or pursue your, our or a third party's legitimate interest.

When and from where we obtain personal information about you?

We may collect your personal information from the following sources:

- Directly from you.
- Public records or areas where you have made information public.
- Your use of our products, services, or channels.
- Your interactions with us through support channels, emails, calls, or surveys.
- Third parties, with your consent when required by law.

These third parties may include:

- Our partners, your spouse, dependents, or employer.
- Attorneys, debt collectors, and agents enforcing agreements.
- Payment processors, banks, and merchants.
- Insurers, brokers, and financial institutions.
- Law enforcement, regulatory authorities, and government departments.

Reasons we need to process your personal information.

We will process your personal information for the following purposes:

- ♣ To provide and improve products and services.
- ♣ To fulfill contractual obligations with clients, employees, and suppliers.
- ♣ For marketing, communication, and customer relationship management.
- ♣ To comply with legal and regulatory requirements.
- ♣ For employment and human resource management.

How we use your personal information for marketing

We will use your personal information to provide you with our products and services. This may be done in person, by mail, phone, or electronically through email. If you are not a customer, we will only market to you via

electronic communication with your consent, as required by law. You can request us to stop sending you marketing communications at any time.

When how and with whom we share your personal information?

We will only share your personal information if one or more of the following apply:

- You have given your consent.
- It is necessary to fulfill a contract with you.
- The law requires it.
- It is necessary to protect your interests, our interests, or the interests of a third party.

When Will We Transfer Your Information to Other Countries?

We may transfer your personal information to third parties in other countries under the following circumstances:

- Your information will be adequately protected under the laws of the other country or through an agreement with the recipient.
- The transfer is necessary to fulfil a contract with you or a contract that benefits you.
- You have consented to the transfer.
- It is not practical to obtain your consent, and the transfer is in your interest.

This transfer will comply with legal requirements and safeguards. Whenever possible, the party processing your information in the other country will agree to maintain the same level of protection as your country's laws, or they will apply the higher protection standards available in the other country.

How we secure your personal information

We will take appropriate technical and organizational measures to protect your personal information in line with industry best practices. Our security measures, which include physical, technological, and procedural safeguards, will be reasonable and effective. This includes:

- Securing our systems by monitoring access and usage.
- Storing our records securely.
- Controlling access to our buildings, systems, and records.
- Safely destroying or deleting records when no longer needed.
- Ensuring compliance with best practice standards.

How long do we keep your personal information?

We will retain your personal information for as long as:

- The law requires us to keep it.
- A contract between you and us requires it.
- You have consented to us keeping it.
- It is necessary to fulfill the purposes outlined in this Privacy Policy.
- We need it for statistical or research purposes.
- A code of conduct mandates its retention.
- It is needed for our lawful business purposes.

Please note: We may retain your personal information even if you no longer have a relationship with us, as it may be needed for historical data by your employer or employee.

Your Rights

To exercise the rights outlined below, you must provide proof of identity. Please inform us if your personal information changes, and contact our Information Officer to exercise any of these rights.

Right to Access

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

- Confirmation that we have your personal information.
- A copy or description of the record containing your personal information.
- The identity or categories of third parties who have accessed your personal information.

We will respond to access requests within a reasonable time. A reasonable fee may apply for copies or descriptions of records or information about third parties. We will inform you of the fee before processing your request. Note that legal limitations may apply to your right to access information.

Right to Correct or Delete

You have the right to request correction or deletion of your personal information if it is inaccurate, irrelevant, excessive, outdated, incomplete, misleading, unlawfully obtained, or if we are no longer authorized to keep it. Requests must be made in writing, and changes may take up to 15 business days to reflect in our systems. We may ask for documentation to verify your request.

Specific agreements you have with us may outline how to change your personal information. If the law requires us to keep your information, we will not delete it upon your request. Deleting certain personal information may also terminate your business relationship with us.

Right to Object

You may object to the processing of your personal information on reasonable grounds. However, we may not be able to honour your objection if the processing is permitted by law, you have consented to it, or it is necessary to fulfil a contract with you.

If you have given consent for processing, you may withdraw it. We will explain the consequences of withdrawing consent. We may continue processing your personal information if permitted or required by law. Changes may take up to 15 business days to reflect in our systems, and we may still process your information during this period. Objections must be submitted in writing.

Right to File a Complaint

You have the right to file a complaint with us or any relevant regulator if you believe your personal information has been improperly handled. We will address your complaint as best as we can.

The Information Regulator:

You may contact the Information Regulator at the following details for complaints you may have:

Email	POPIAcomplaints@inforegulator.org.za
Postal Address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Physical Address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

How can you get in touch with us?

For any queries in relation to this letter or our processing of your personal information in general, you can contact our Information Officer at the following details:

Name	:	[Insert]
Contact Number	:	[Insert]

Email Address : [Insert]
Physical Address : [Insert]

Note: This Policy shall be reviewed at the discretion of Eltra Africa CC and subject to legislative amendments or the issuance of guidance notes by the Information Regulator

